BEST
JOBS
AUNTIE SUE AND UNCLE BOB
USED JOB SHACK
THE ORIGINAL DAILY JOB BOOK OF REAL JOBS FOR REAL WORKING PEOPLE
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E-BOOK EDITION
PUBLISHED EVERY TUESDAY, WEDNESDAY, THURSDAY & SOME FRIDAY SPECIAL EDITIONS

BEST ENTRY LEVEL JOBS THAT REALLY HIRE

The UJS has made a list for the employment challenged…

ALREADY WORKING?

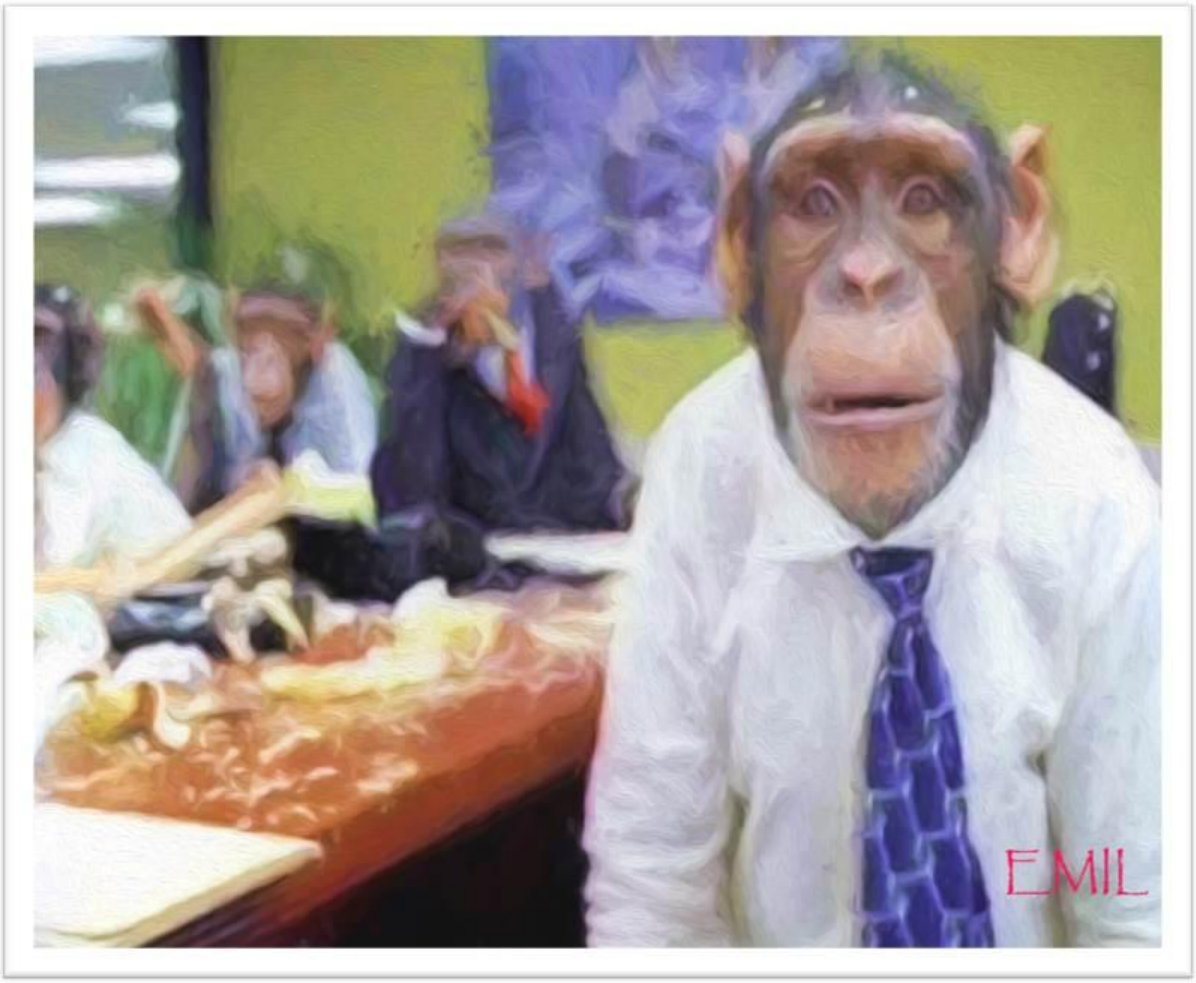
Don't really like what you are doing? Need a way out of a bad job? Can't take time off to look for a new job? If you answered any or all of these questions with a "yes" then, we have help for you! Remember, don't just quit! The Labor Department says that it 6 times harder to a find a job if you are not currently working…

TRIED OF YOUR JOB?

So you are stuck in another dead-end, meaning-less job where you hate what you do and the boss makes it unbearable to stay. You really want…naw…you need a new job! Man…that sounds so good. A new job. Maybe a job with more money? Maybe a job with a future?

INTERESTED?

Come see Ms. Tanya @ UMOM Support Services Office & let her use her Job-A-Ranger Skills to help your dream become real. FREE SERVICE!!!



Tired of Monkeying Around with your Future?

OK Campers…! It is time that you give some thought to your future and to quit working for chump change and bananas. Yes, you did need that “breather” (entry level) job to bring you back into the world of work. It served its function very well and has brought you to the level where you are ready to take the next step up the stairway to your dream job. The breather job taught you that you did have the ability, the skills and the heart to overcome all those barriers that had clued you down in the swamp of unemployment.

Now that you have reached this point, you are ready (are you?) to start turning your dream into your reality and it is time to start working on drawing up a plan on how to turn dreams into reality.

Simple? No it is not! It will be one of the most difficult adventures that you will ever have to face, it will be fraught with danger and dead-end avenues, and it will test you and your family’s patience and will take a great resolution to not turn back. So our question is…Are you ready? Are you ready to get started?

WARNING:

FURTHER READING OF THE UJS COULD LEAD TO EMPLOYMENT!

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WE HAVE MADE A LIST!

We have combed through the Used Job shack and have come up a list of recent (current) jobs that represent some of the best opportunities for entry level employment where your skills and abilities are more critical than where you learned them or how long you did them for.

Each of these jobs represents an opportunity to get a foot-N-the-door with major companies. Each of these jobs is a "test" job to see if the company is impressed enough in you to offer you a chance to be trained and grow with the company. Each of these jobs are not easy to get and in fact, 80% will fall by the wayside and slide back into the bottomless pit of unemployment. Each of these jobs requires that you make an investment. This is an investment of your time, your willingness to devote the effort to doing the process correctly and the patience to follow (sometimes) complicated application procedures or processes.

This willingness to invest is critical to your success. It is not a process for the lazy or the non-serious applicant. But, if you are not willing to invest in yourself and are not willing to commit to the process, you are not ready to help yourself. This process will only exceed if you are ready to take whatever it takes to gain a foot-in-the-door to your future. Remember this moment, as it is something that (in later years) you will brag was the point where your future began.

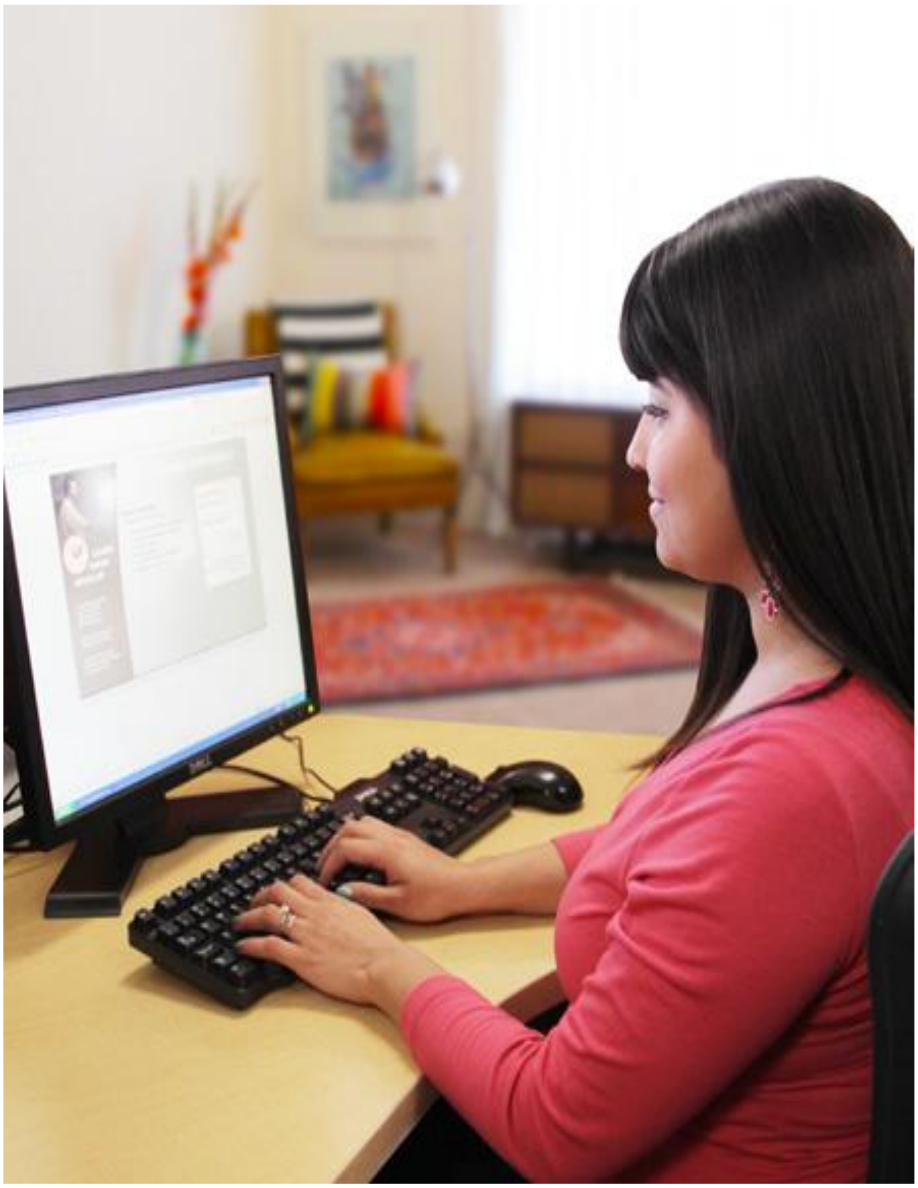
So, if you are tired of just an endless string of dead-end jobs that claims to be your future and are willing to struggle…to make the effort…you can and will see your true future advertised on the highway marker on the road to your future. It is there but, you must find you way there!

Nowhere on this list will you find mention of clerical jobs as they are populated with 18-20 yr. olds who type 150 WPM, know every new system and are willing to work for next to nothing – as this is their first job. It is too difficult to compete!

APPLY IN-HOUSE @ 2727 North Central Ave. Phoenix, AZ 85004

U-HAUL contact center

A BIG HIRING PALLOZA



ROADSIDE ASSISTANCE AGENTS WANTED!!

Roadside Assistance agents to Trouble shoot & dispatch timely roadside
service during a rental.
Great for students, teachers or as a second job!

WHAT WE HAVE TO OFFER

- Flexible schedules
- No cold calls
- Professional,
- Fast-paced environment
- Benefits for moonlighters

WHAT WE'RE LOOKING FOR:

- 3 to 6 months call center exp
- Reasoning/decision making skills
- Quality customer service
- Listening, verbal and written communication skills
- Empathetic, problem solving skills
- Basic computer skills

We offer four weeks of paid training for new team members: Search "U-Haul Contact Center" on YouTube to watch our training program video.

WEEK ONE: Lecture/Presentations - Demos/Role-Play

WEEK TWO: Hands-On Training - Take Customer Calls

WEEK THREE – FOUR: Hands-On Training - Take Customer Calls
On-the-Job Training - Monitored Customer Calls - E-Learning Courses

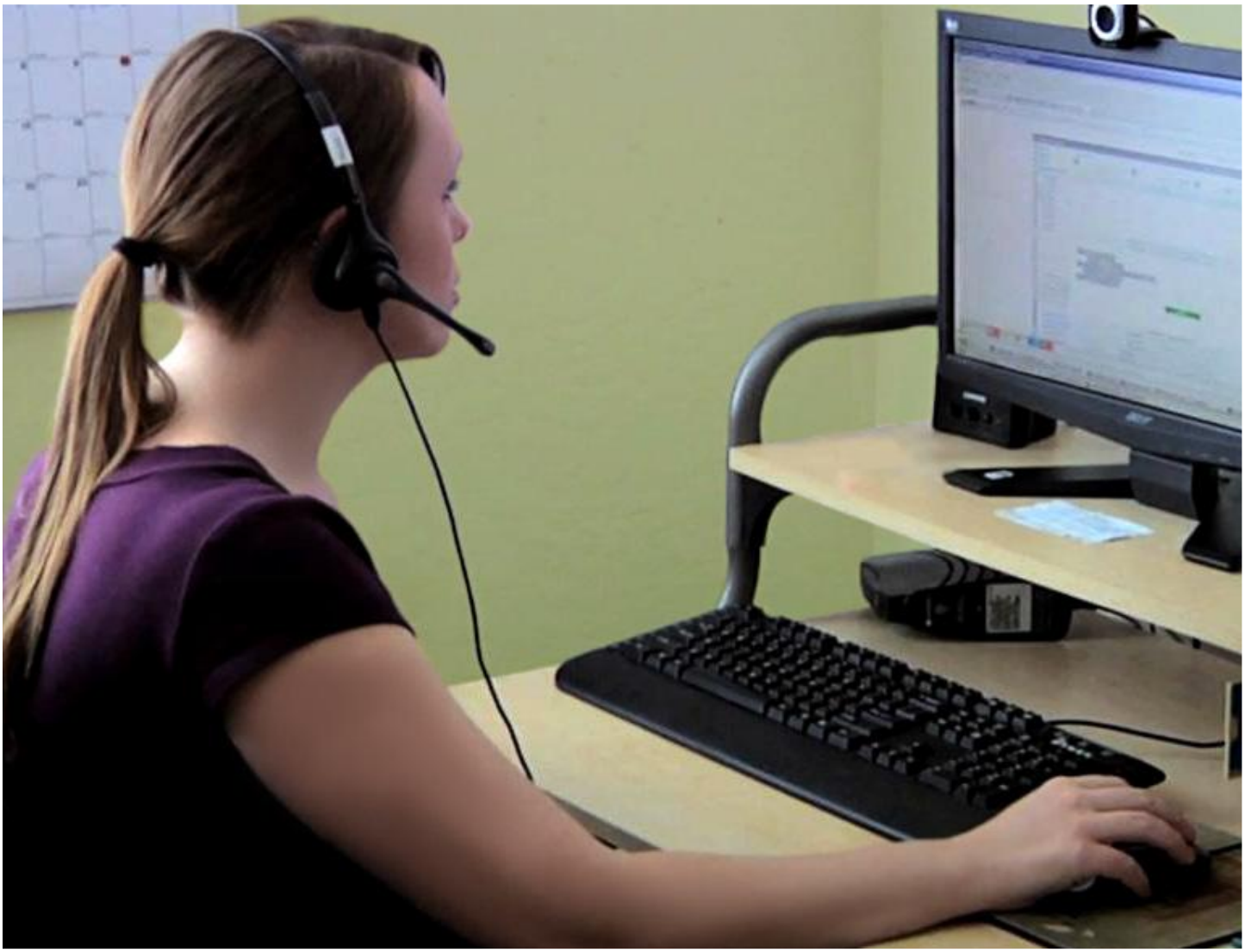
APPLY IN-HOUSE @ 2727 North Central Ave. Phoenix, AZ 85004

Roadside Assistance Agent

U-Haul Corporate Headquarters

U-Haul International, 2727 N Central Ave. PHOENIX, AZ

THIS IS NOT A SALES POSITION IT IS DISPATCHING!



The responsibility of a U-Haul Roadside Assistance Agent is to provide exceptional customer service with a sense of urgency when assisting our customers.

This includes identifying the problem, selecting and dispatching appropriate repair services to assist the customer, adding essential documentation to contracts, as well as handling and determining a resolution to escalated calls.

This position will be working at our contact center in downtown Phoenix.

Candidates are required to have attention to detail, the ability to take incoming calls back to back, patience and a positive attitude.

All candidates must be able to rationalize certain situations and make decisions based on reason and best judgment. Comprehension of policy and procedures will play a critical role in performance of these expectations.
This position prefers an individual that is mechanically inclined or has a general knowledge of mechanical and automotive skills.
Your primary job responsibility is to diagnose mechanical issues and arrange service for the customer that will be time sensitive.
This will include walking the customer through mechanical complications over the phone, and explaining technical assistance in a way the customer will understand.

Requirements:

This position will be working at our contact center in downtown Phoenix. We offer 24 hour Roadside Assistance 7 days a week. Exemplary attendance, written and verbal communication is expected. Flexible schedules are available, with paid training and moonlighter employment.

- **Availability to work weekends is required for consideration.**
- Provide a consistent positive experience for the customer in any given circumstance.
- Possess good reasoning and decision making skills to properly address Customer needs.
- Compose detailed documentation of events using the customer's verbiage to ensure their concerns are addressed accordingly.
- Communication with U-Haul associated service providers and reporting personnel.
- Mechanically inclined individual with a general knowledge of mechanical and automotive skills.
- **Must be availability to work weekends and Holidays.**

Education/Training:

- 100% commitment during training is required for a successful career with U-Haul.
- Paid 4 week training

Work Status: Moonlighter

Hours needed: (These hours may change based on business needs): Sun - 4am to 3pm **Mon** - 4am to 3pm **Tue** - 4am to 3pm **Wed** - 4am to 3pm **Thu** - 4am to 3pm **Fri** - 4am to 3pm **Sat** - 4am to 3pm

"With the extra money earned at U-Haul, I provided my daughter with the things she needed while she was growing up – items such as school supplies, clothes, braces, and recently a car. Things I couldn't have done on one job."

No selling required -

E-CUSTOMER SERVICE AGENT (WORK FROM HOME)

This is a moonlighter position.

Education/Training: Applicants must be at least 16 years of age, either currently in school and/or have a high school diploma or GED. Training will be at the corporate office and we offer paid training

REQUIREMENTS: Experience in Windows-based computer programs with excellent navigational skills is preferred At least 3-6 months of customer service experience is preferred

•Must be motivated with strong work ethics with excellent communication and customer service skills

QUALIFICATIONS: Must be highly PC literate •Ability to download software is required

•Applicants must have good verbal skills •Fluent in the use of Instant Message •Ability to type 25 words per minute is essential •General knowledge of United States geography is required •Your workstation must be in a private, quiet area away from others in your residence and background noise.

SYSTEM REQUIREMENTS: A minimum Upload and Download speed: 2MB or greater with a Ping of under 70 is REQUIRED to work from home. Run a speed test NOW to check your system, click www.speedtest.net and click on "Begin Test", you will be required to provide speed test results for interview. •Your own computer with Windows 7 or 8 operating system •A reliable cable or DSL broadband internet connection and you must purchase your own USB headset •You must be able to download software, a VOIP (Voice over Internet Protocol) phone system is used, and a landline or cell phone is **NOT** needed for this position.
•Broadband or High Speed Internet is required. (A wired connection is required.) Cricket, Air card, satellite or other non-wired ISP connections are not allowed
This is a reservation sales position...This is a Moonlighter position
http://uhauljobs.com/job_detail.aspx?aval_job_id=162331&mode=

E-SALES AGENT - WORK FROM HOME

TIPSTER: Here is how it works. It is much cheaper to route calls to you at home than to operate a large call center. You will log into U-Haul's computer and take and place reservations for trucks and trailer.
TIPSTER: You need to know your US Geography...there is a test (sample question: Chicago is a city in which state) if you skipped US Geography in school study up if you can't name every state and its capital.
REQUIREMENTS: Applicants must be at least 16 years of age, either currently in school and/or have a high school diploma or GED •We offer paid training •Ability to type 25 words per minute is essential •General knowledge of United States geography is required •Your workstation must be in a private, quiet area away from others in your residence and background noise. •Highly motivated and dependable •Prior call center experience is preferred
EQUIPMENT NEEDED: The same as the other work from home openings...see ad above.
http://uhauljobs.com/job_detail.aspx?aval_job_id=162331&mode=
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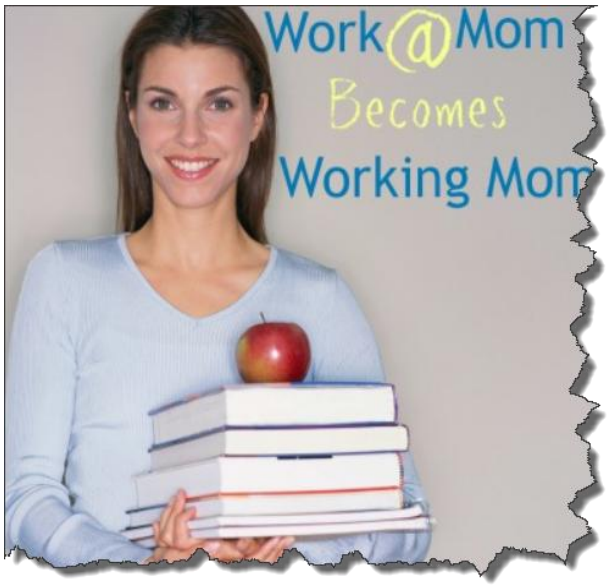
Moonlighter Jobs

Are you interested in becoming a moonlighter? Are you looking for another job to supplement your income? If so, U-Haul is the right place for you! Moonlighters are important and valued members of the U-Haul Team because they help us meet our customers' needs - which are significantly greater on evenings, weekends and holidays - with skilled, talented people who will provide excellent customer service.

Whether your "regular" job is a full-time or part-time position at another company, being in the military, going to school or being a stay-at-home parent, the flexible schedules available at U-Haul will make it possible for you to join our team. We have a variety of positions available for moonlighters and the flexible schedules we offer provide many options.

JOIN THE MOONLIGHTERS…

http://www.uhauljobs.com/moonlighter.aspx



Moonlighter Jobs

A TRUE CONFESSION FROM A MOONLIGHTER MOM…

Jane had worked in an office doing clerical work before she became pregnant. She had a difficult pregnancy and her doctor told her to quit work for the sake of the baby. Jane's husband made good money in construction and they both agreed that it was the right thing to do.

The baby was born and since her husband had a steady job and the money was enough that they could get buy…oh ya! Less going out and more pizza and TV but then they had a baby to take care off.

Everything went well for about a year and then her husband's company folded and he was unemployed in a job market flushed with an ocean of unemployed construction workers. He found a new job but it paid less than half of what he had been making. Things got worse and past due billed were piled high on the kitchen table. Jane decided that she had to return to work. It was hard because she had been almost two years without a job.

Looking for a job as a young women had always been easy but now she was a mom and her live was now so complicated. Things that she didn't need to worry about before like childcare became a major issue and an even greater cost. Trying to work a regular schedule and deal with children requires a master's degree in good luck and timing. Several times she found a job and as many times she lost the job because a babysitter didn't show up or the time when the childcare center refused her child because he had a fever. To Jane it was always one step forward and three steps back. Nothing seemed to go right and even the bill collectors agreed that her luck was terrible.

She and her husband didn't talk anymore because everything became a fight and an argument over money. She felt that she wasn't pulling her share. She felt that she was at the end of her rope and often was tempted by those late night infomercials about how thousands could be made while working at home and taking care of the kids.

Sadly most of them were crooks and scams that asked her to invest money she didn't have or to make things at a piece rate so high that even Super Girl would have been hard pressed to make a profit.

Jane was at the supermarket trying to cut coupons and hunting down a bargain to fit into her ever shrinking budget. It was then she ran into an old friend Sally from school. It had been years since they had seen each other but, they seemed to pick up right up from where they had left off.

Sitting down over coffee, Jane retold her tale of what had become of her life and Sally listened with slight smile. Jane was upset! Jane thought "here I am pouring my heart out to her and she thinks that it is funny!"

Just before Jane was ready to take a poke at her old friend, Sally said "I have a simple solution to your work problems…" with a smile on her face. "You are looking for the wrong kind of jobs!" she told Jane.

"What?" was the only thing that Jane could respond still confused over the smile.

"You are looking for jobs like you were still young and without children…" She told Jane and then continued "You need to stop and realize that your life is different and that you don't have the freedom to work whenever and where ever you want…you need to start thinking like a Mon with kids…"

"What are you talking about?" Jane quizzed her old friend. "What do you mean that I need start thinking like a Mom with kids?"

Sally went on to explain that she had not one but three kids and (as of recently) no husband but, she made it and survived by adjusting to the realities of her situation.

“How did you do that?” Jane asked with true interest and concern for her old friend Sally.

Sally explained that Jane had to get realistic and quit applying for jobs titles that fed her ego but, wasn’t filling her wallet. She told Jane that she had been in the same boat trying to get and even more so, keep a good job. “Look I came to a point that I realized that full time professional work was not going to work for a single mom with three kids…Something had to give and then it dawned on me that I needed a flex schedule that allowed me to deal with childcare issues without ever being late, with an employer that was flexible with my needs to work around sick children where I could have some say in setting my hours….this is when I became a Moonlighter…”

“Moonlighter?” Jane was puzzled as she had never heard the term before.

“A Moonlighter is a part-time worker…” Sally explained to Jane that this had made a great difference in getting her life on track. Sally told Jane that this was the first step to getting control of her life and it worked so well and that it gave her the time she needed to start rebuilding her future. (**TO BE CONTINUED**)

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BEST TRAINING CLASSES IN U.S.

CONSTRUCTION ROOKIES" START @ $12/HR GO TO $15/HR IN 6 MOS

****TAKE CARE OF YOUR FAMILY*****

Some construction experience preferred.

NEED SMART TOUGH ROOKIES WHO WANT TO BUILD BIG JOBS.

- We provide steady work; competitive wages & safe working conditions

ROOKIES START AT $12.00 HR

$15.00 PER HOUR AT 6 MONTHS GUARANTEED

***** PASS THE MATH TEST - START AT $13.00/HR***

Apply In Person: Monday - Friday 9AM-3PM

Suntec Concrete

2221 W. Shangri-La Rd. Phoenix, AZ 85029 (23rd Ave 2 Blocks North of Peoria)

I'M ONE HIP KITTY!

I FOUND MY NEW JOB ONLINE AT THE AUNTIE SUE & UNCLE BOB USED JOB SHACK'S NEW WEBSITE!

I had a job…but, that dog I worked for chased me to death…I was mad…I was upset…I started to take a nip of catnip to get through a hard day…I was in prison…an economic prison…No time to look for a new job because I was working and I need this job. I was ready to scratch out the old dog's one good eye….

THEN!!!! I found the Auntie Sue & Uncle Bob USED JOB SHACK'S JOB BOARD. I could go to the bathroom and scan the new jobs on my smart phone, read their insider Intel on my break and call for appointments while at lunch.

This is a great place because it told me what I needed to know to get the new job; they even had the questions to be asked at the interview.

More importantly, they showed me how to be working and still apply for new jobs without having to take time off.

http://www.linkedin.com/groups/Auntie-Sue-Uncle-Bobs-USED-4550443?trk=my_groups-b-grp-v

FREE JOB BOARD OF REAL JOBS FOR REAL WORKING PEOPLE…

Click on "SEARCH" if you are not already a member of LinkedIn to see all the jobs in their proper order. Job Books are all E-book format…

CUSTOMER SERVICE INSIDE SALES REP

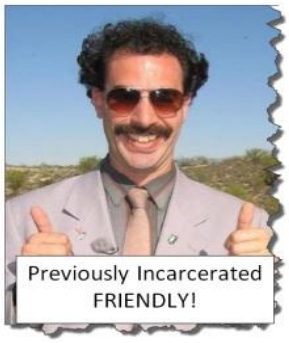
CALL 602-864-0074 FOR INTERVIEW

Immediate openings for Customer Sales Service Representatives

NOT A SALES JOB – BUSNESS – to – BUSINESS Account Management.

Neutron, an industrial chemical specialty manufacturer, will train the right person even though an individual may not have prior sales experience. What we are looking for are individuals with high energy and a clear speaking voice. You need to like working with people as you will be interacting with small to medium sized businesses across the country. You will be trained on our product line and on selling skills as you will assist customers nationally from our Phoenix office. Great verbal and written communication skills Basic computer Good presentation skills Self-directed, high energy, organized Able to multitask.

NEUTRON INDUSTRIES



Div. Of State Industrial Products
7103 North Black Canyon Hwy Phoenix, AZ

NOTE: NO COMPUTER OR ID THEFT OR SO's as there is a day care center on campus. OTHERWISE, YOU ARE GOOD TO GO.

Hours are Monday - Friday, 6:30 AM to 3:00 PM.

No weekends or evenings.

If you want to work in a great team environment come join our growing company. We offer great benefits including medical, dental, 401K and tuition reimbursement. Mon-Thurs 6:00 AM - 11:00 AM; Fri 6:00 AM - 10:00 AM.

SPEED UP THE PROCESS BY WALKING-IN

TAKE A LOOK HERE…

THIS IS THE SWEETEST DEAL IN TOWN

NO SALES INVOLVED HERE…RESOLVE COMPLAINTS AND MAKE BIG BUCKS!!!

The job requires almost no experience but it requires patience and ability to keep on task. You are taking calls from people who have just bought a refrigerator, a washing machine or a related product from a Sears Store.

At the front end of the conversation you are evil, a villain or worse a crook for selling them that no good washer. You work them through a series of questions and if you can't solve their problem, you schedule a service tech to repair or replace the item.

At the end of this conversation they believe you are the nicest, the sweetest person in the world because you are fixing their problem.

Over simplified? Not really, that's what you do!

The number reason (I am told by Sears) that a new appliance doesn't work is that it is not plugged in or there is no power at the plug. Here is the sweet part of the deal, for every time you fix the problem without scheduling a service tech, you make a $5 bonus. If this is the number reason why people are calling, how many bonuses will you make on top of your $12 Base?

Inbound Customer Service

0 - 1 YEARS' EXPERIENCE & GED/HS.

TIPSTER: Don't let this fool you!

Your **SAFEWAY RESUME** will not help you here. If you use that to do this application you are very lost and might as well just stay home!

Location: 8440 S HARDY DR, TEMPE, AZ 85284, US

http://jobs.sears.com/

Sears Customer Care Call Center in Tempe, AZ is currently hiring Technical Support Specialists. Our Technical Specialists receive inbound calls from customers who are seeking product support for their appliances. The Technical Specialists use on-line resources to troubleshoot the customers' product issues and provide excellent customer service. They also offer promotional opportunities for other Sears's products or services.

Technical Specialist earns $12 per hour plus incentive opportunities. We offer full time positions, set schedules with a Saturday or a Sunday off, casual dress code, great benefits, paid training and advancement opportunities!

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REQUIREMENTS: • High school degree or equivalent education • Customer service experience • Proficiency using a computer (internet, Windows environment) • Must be friendly and polite with a professional work ethic and outstanding communication skills • Drug test and criminal history background checks conducted • Since our customers contact us for a variety of great reasons when it's convenient for them, we are looking for associates who are flexible to work in different job functions and work shifts, will have great attendance, and can sometimes work extra hours.

WHAT DOES THIS REALLY MEAN?

1+ year's customer service experience Sales or Call Center experience preferred.

- Mechanical aptitude a plus.
- Ability to work a Saturday OR a Sunday for each week of your work schedule.
- 25 WPM typing speed.
- Familiarity with computer and keyboard required.
- Strong verbal and listening skills.
- Must be able to pass drug and criminal background screen. *

NOTE: You will need to "PASS" a background checks but, You do not need to get 100% to pass

They will consider the nature of the offence, how old it is but, more importantly they want to hear about the circumstances of the event(s),

(Stealing to feed my hungry babies is very different than stealing a big screen TV so my babies could watch HBO) they want to know that you understood that you did wrong and how you have changed your life. It all comes down to how you showcase and frame the subject when it comes up!

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IMAGINE THE POSSIBILITIES AT SEARS CUSTOMER CARE NETWORK'S HOME SERVICES INBOUND CALL CENTER

You will be part of a team, have a chance to grow your skills and perform every day in a fun and fast paced environment where you will know that what you do will directly impact our success.

We are seeking dependable, enthusiastic and customer focused Technical Product Support Specialists. We provide 6 weeks of paid training to our Technical Specialists who use customer relations skills, technical product knowledge, database information and related resources to assist customers with troubleshooting and general operating instructions.

Products include refrigerators, washers and dryers, dishwashers, lawnmowers, home electronics, exercise equipment. Specialists are committed to providing outstanding customer service and sales to our customers and a Commitment to Care.

NOTE: Campers! Read and re-read the above several times as they are telling you (directly) who they are gonna hire! They also tell you what they do…you make the call if this is what you want to do…If so, keep reading. If not. Next ad please!

MUST WATCH THE VIDEO BEFORE YOU START!

http://www.searsholdings.com/careers/#

HERE IS WHAT THEY OFFER

*$12.00 per hour plus additional per call incentives **($5/call***)
*Paid systems, product, and soft-skill training
*Business casual work attire
* Work-related competitions and contests
*Clean, comfortable work environment
*Competitive compensation and benefits plan
*Sales incentives
*Exposure to career opportunities with one of the largest Fortune 100 Company
*$250 Employee referral bonus
*Merchandise discounts at Sears and Kmart

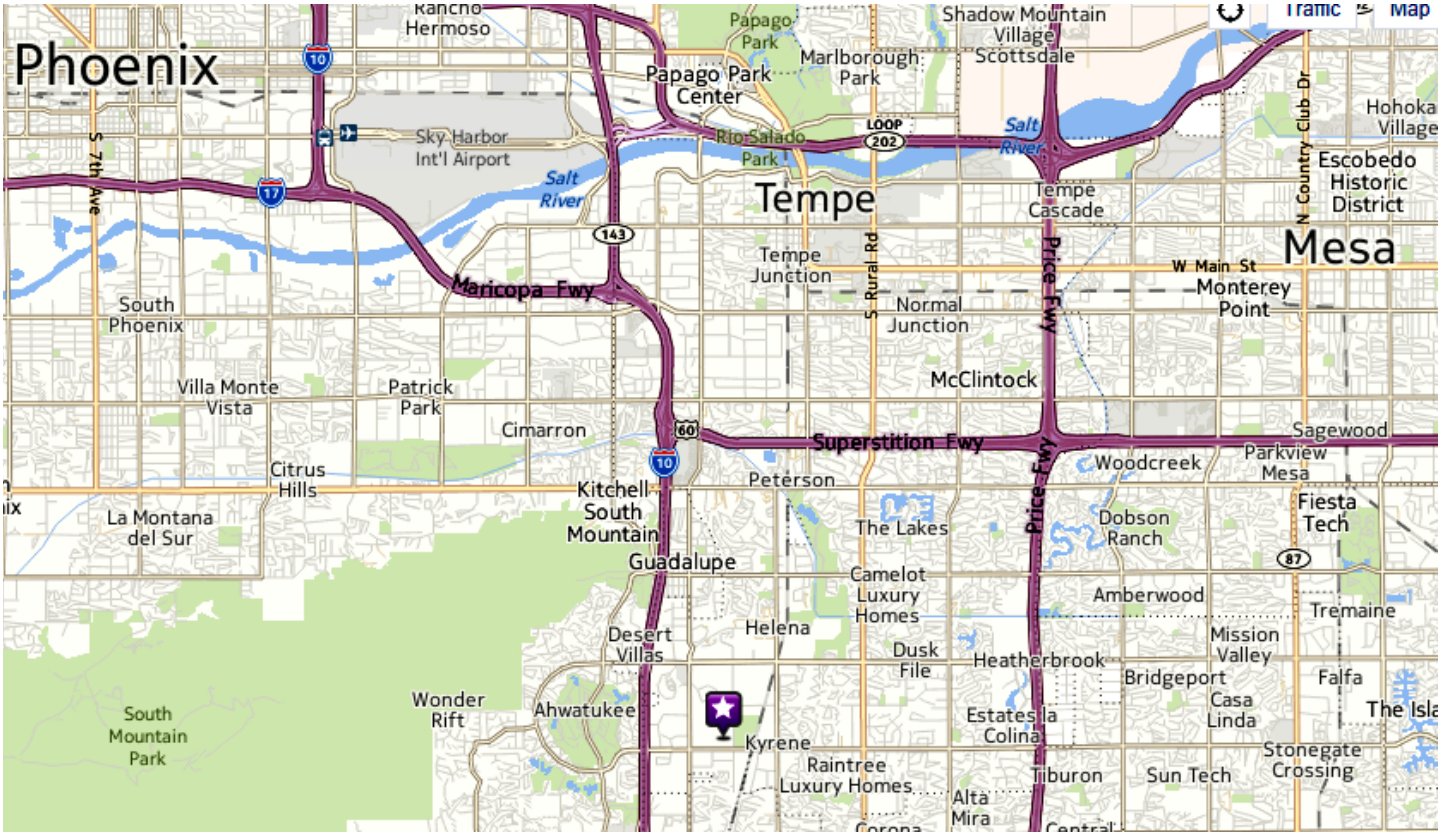
BONUSES ARE BASED UPON YOU BEING ABLE TO RESOLVE THE CUSTOMER'S PROBLEM WITHOUT SENDING OUT A SERVICE TECH…NOT SALES!!! $5/CALL! *"IS THE FRIDGE PLUGGED IN?"

WARNING! THIS IS A RULE NUMBER 4 ALERT

YOU WILL NEED OUR OLD FRIEND ONET TO FILL OUT THESE APPLICATIONS. FAILURE TO USE ONET WILL RESULT IN FAILURE TO GET CALLED FOR INTERVIEW, LEAD TO DISAPPOINTMENT, CONTINUED UNEMPLOYMENT AND A LESSOR PAYING DEAD-END JOB.

http://www.onetonline.org/

GETTING YOU THERE…



Plan a Trip

Select itinerary from
3333 E VAN BUREN ST to 8440 S HARDY DR

Send Feedback About These Results | Revise Original Entries

Itinerary #1
- Service on 04/17/2013

Print | Email | Select And Plan Return Trip

Walk 0.1 mile E from 3333 E VAN BUREN ST

Bus Departs from VAN BUREN ST -- 35TH ST & 32ND PL at 06:12 AM
Board: Route 3 - VAN BUREN West to 51st Ave. Via Blind Center
Arrive: VAN BUREN ST & CENTRAL AVE at 06:30 AM

Walk 0.1 mile NW

Light rail Departs from VAN BUREN/1ST AVE LIGHT RAIL STATION at 06:43 AM
Board: Metro light rail To Sycamore/Main
Arrive: VETERANS WAY/COLLEGE LIGHT RAIL STATION at 07:11 AM

Bus Departs from TEMPE TRANSIT CENTER NORTH SIDE WB at 07:21 AM
Board: Route 65 - MILL/KYRENE South to Warner
Arrive: HARDY DR -- CARVER RD & WARNER RD at 07:52 AM

Walk N to 8440 S HARDY DR

You will reduce carbon emissions by 8.606 lbs. by choosing transit!
19.496 lbs. CO2 produced by driving alone
- 10.890 lbs. CO2 produced by riding transit
= 8.606 lbs. CO2 saved!

$ 6.00 Full Fare
$ 3.00 Reduced Fare

Total trip time: **1 hr 40 min**

For travel costing $3.50 or more, consider buying an All-Day pass. Save $1.75 off the onboard price of $5.25 when purchased at retail locations. Please have exact fare ready. Bus fareboxes and drivers do not make change.

TEN MINUTE DRIVE FROM HERE IF YOU HAVE OR GET A CAR…

DO THE APPLICATION WRONG -

YOU WILL HAVE TO WAIT 6-8 WEEKS TO REAPPLY!

Here is a classic case where Rule # 4 would be the difference in putting together an application and for it to have a serious impact upon whether or not the company's computer and recruiters would select you. **Otherwise…GOOD LUCK!**

Hope your killer resume helps you! **OH, WAIT!** If your application is not selected by the computer, then, no one will see your killer resume.

You cut-n-pasted your killer resumes into the application. **OH WAIT!** Did you have all of the key words and phrases in the proper order on your resume? Did you know how to take those key words, phrases and write an intelligible narrative for each job that the recruiter would see…? **OH WELL!** Better luck next time…you'll have to wait 6-8 weeks to replace what you just uploaded…SORRY!!

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IF YOU DO NOT KNOW WHAT RULE # 4 IS THEN…

Campers you are in a bit-of-a-pickle aren't ya? You can go to our websites and learn all about Rule # 4. You can download the job books (in e-book format) directly for December 2013 (and see several full examples) or you can go to the job board and search for the various posts for Rule # 4.

JOB BOOK ACHIEVE: http://www.slideshare.net/fredgwest1999/documents

JOB BOARD: http://www.linkedin.com/groups/Auntie-Sue-Uncle-Bobs-USED-4550443

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http://www.onetonline.org/

43-5032.00 Dispatchers, Except Police, Fire, and Ambulance

http://www.onetonline.org/find/match/15/43-5032.00?s=inbound%20customer%20service

43-4051.00 Customer Service Representatives

http://www.onetonline.org/find/match/1/43-4051.00?s=inbound%20customer%20service

43-4151.00 Order Clerks
http://www.onetonline.org/find/match/13/43-4151.00?s=inbound%20customer%20service
41-9041.00 Telemarketers
http://www.onetonline.org/find/match/2/41-9041.00?s=inbound%20customer%20service

USED JOB SHACK INSIDER...SEARS CALL CENTER

CALL CENTER REPRESENTATIVE

- I applied online and the process took 3 days
Interview Details – I applied online, did the assessment, and within the next two days I was called for a phone screen. Basic questions about past experiences and customer services examples. Set up an interview for the next week. The interview was fairly easy. Same basic questions. They also have you act out a little just to see if you could be sympathetic. Got offered a position the same day.

CALL CENTER REPRESENTATIVE

- I applied online and the process took 1+ week
Interview Details – Did one phone interview. Also had to take multiple tests on a computer which took 2 hours. Then I interviewed with 2 managers. The questions they ask where very different from any normal interview. They also do role playing in the interview. The manager also said I would be hired at full time 32 but could work more which is only true for 4 weeks during Christmas. I was also told there is room to grow which is true but don't expect a Pay raise for learning new skills
Interview Question – Tell me how you achieved a goal.

CALL CENTER REPRESENTATIVE

- I applied online and the process took a day
Interview Details – had to listen to calls for about 30 minutes or so. I think they actually forgot to come get me but after working there it wouldn't surprise me at all. Then I interviewed with two managers and had to do some role playing. Interview was easy for me. No unusual questions and nothing unexpected.
Interview Questions
• Greatest strengths
• Greatest weakness

TOP 7 SEARS INTERVIEW QUESTIONS

• Why do you want to work for Sears?
• What do you know about Sears?
• What are your career goals?

• What are your biggest strengths?
• How long would you expect to work for Sears if hired?
• Do you know anyone who works for Sears?
• Why should Sears hire you?

For one, the interview questions "give us reasons to hire you", "why should we employ you" or "what can you bring to our company" is something that differentiates the best candidates from the other good candidates. This question deals with your ability to sell yourself. Think of yourself as the product. Why should the customer buy?

WEAK ANSWERS:

"I AM A HARD WORKER."

This is a really trite answer — almost anyone can say he or she is a hard worker.

"BECAUSE I NEED A JOB."

This answer is about YOU — "they" want to know what you can do for "them."

"I SAW YOUR AD AND COULD DO THE JOB."

This answer lacks passion and purpose.

STRONGER ANSWERS:

"I HAVE WHAT IT TAKES TO FILL THE REQUIREMENTS OF THIS JOB – solve customer problems using my excellent customer service skills."

"I HAVE THREE YEARS' EXPERIENCE WORKING WITH CUSTOMERS IN A VERY SIMILAR ENVIRONMENT."

"I HAVE THE EXPERIENCE AND EXPERTISE IN THE AREA OF CUSTOMER SUPPORT THAT IS REQUIRED IN THIS POSITION."

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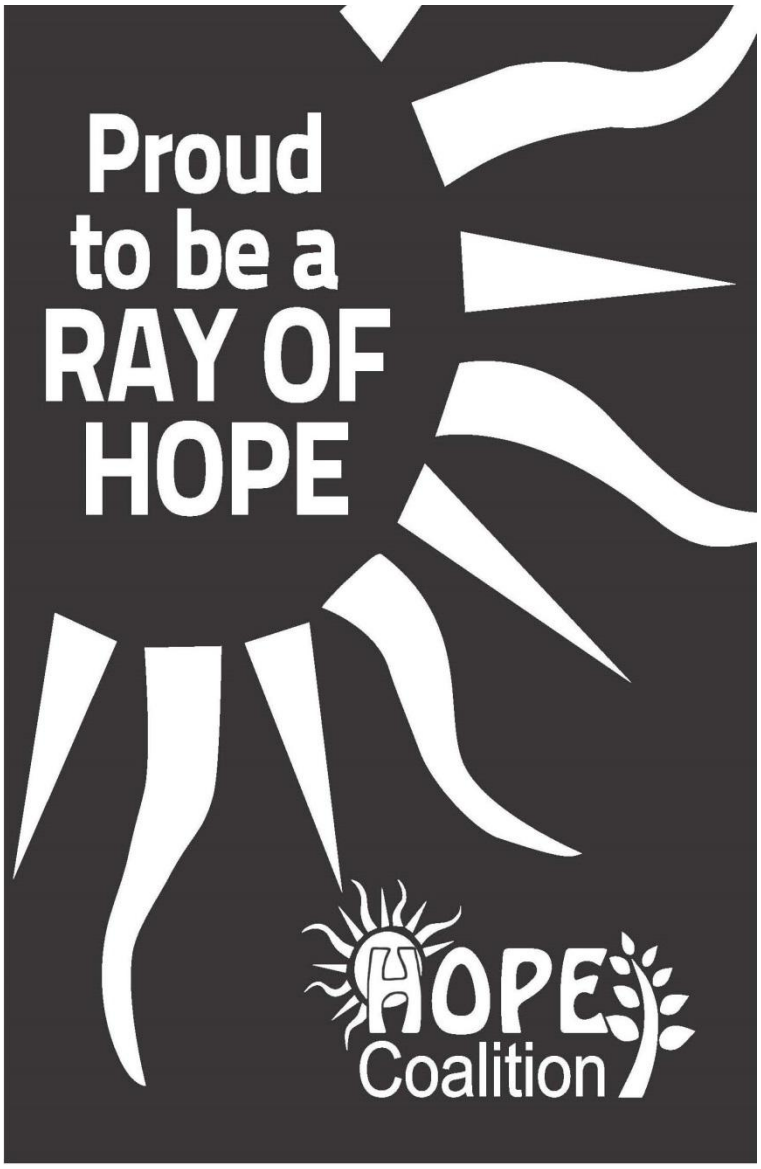
WORK YOUR WAY.
Whether you are an experienced professional, a recent college graduate, or a first time job seeker, you can find what you are looking for within our wide range of career opportunities.



A RAY OF…

HOPE

There is a ray of hope in this depressing issue of the Used Job Shack and it comes from the fact that the same skill sets and abilities that are needed to be a telemarketer qualifies you for **REAL** Customer Service Representative (CSR) jobs that are not sales, pay **REAL** salaries at descent wages ($12-18/HR. plus) and that are an entry job into a real career with a major company.

In fact, these jobs are readily available throughout the valley and do exist in mass quantities.

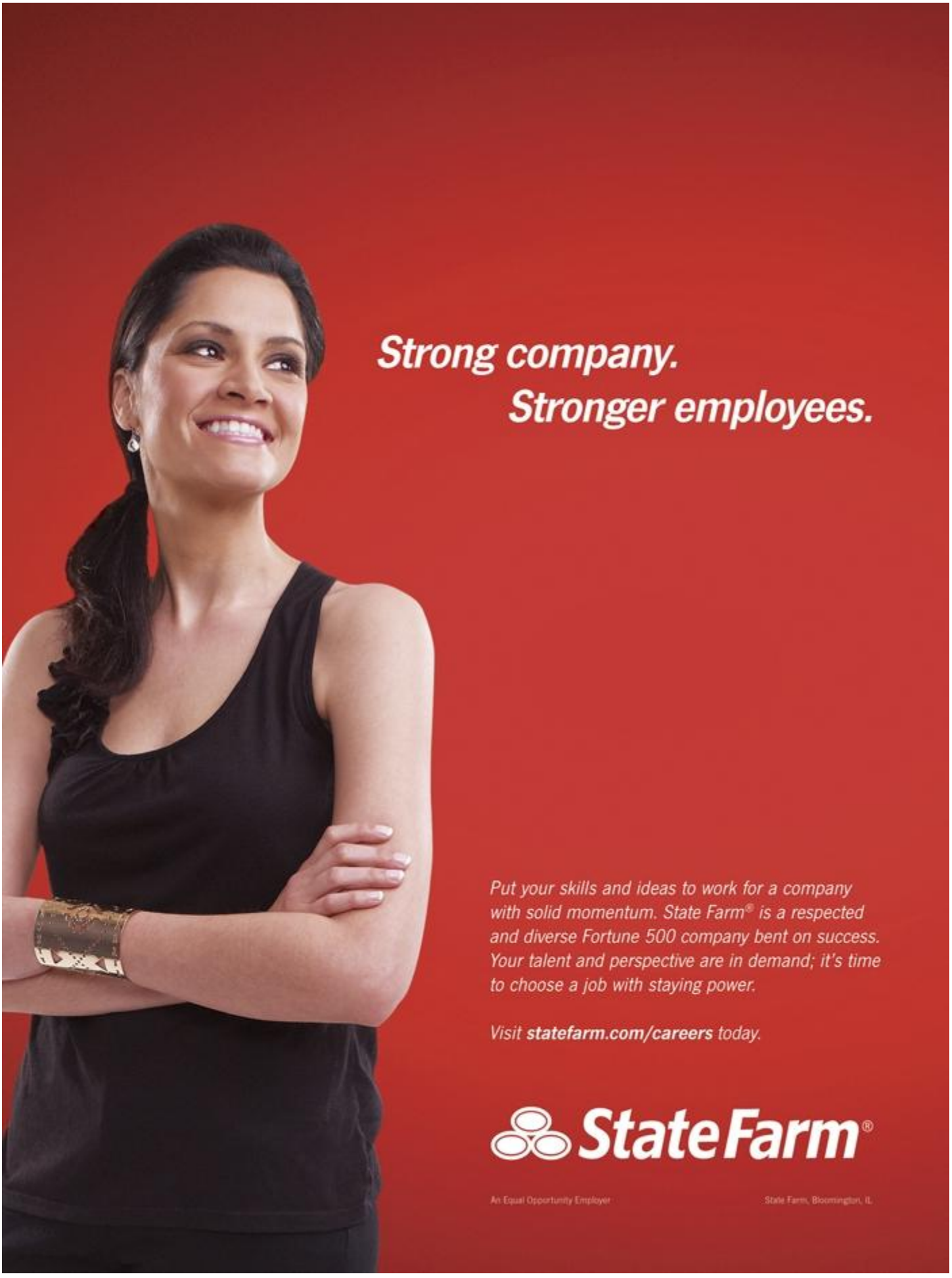
They are easy to find but are more complicated to get. There is a process and we have taken the time to gather the Insider **INTEL** to educate you in how to navigate the process.

The process does require that you be very pro-active in the application process, requires time, effort and commitment to follow the process. Those who do are (most times) rewarded with an opportunity to get a good job that could lead to a lifelong career – if you are willing to work for it.

This is not for the lazy job seeker. There is no quick fix of mailing them a killer resume and if you believe that there is, you should stop here.

There is a REAL reason that eight out of ten applications get tossed.

Any quick fix to the process is like trying to build a future on a plan of buying Lottery tickets. It doesn't work!


Strong company.
Stronger employees.
Put your skills and ideas to work for a company with solid momentum. State Farm® is a respected and diverse Fortune 500 company bent on success. Your talent and perspective are in demand; it's time to choose a job with staying power.
Visit statefarm.com/careers today.
StateFarm®
An Equal Opportunity Employer
State Farm, Bloomington, IL

What ya really need to know and do to get hired…

STATE FARM HIRING 100'S

Entry Level positions available in:
Customer Service / Claims / Sales / Administrative

So Many Careers

You may know State Farm® is a top insurance company. We hire strong employees to help us lead the pack in insurance and financial services.

NOW HIRING FOR CAREERS

Here's What

Employees Say

about the Job

"It is an exciting and ever-changing environment where you are always getting trained on how to do things better."
"Every day at the CRC is fun because it never actually feels like you're coming to work. The people are great and the atmosphere is so inviting."
"Every customer that you work with is unique and sometimes challenging. You must meet their needs in a way that satisfies both the customer and State Farm policies."

“We alternate between very busy times and very slow times; the continual change of work levels can be challenging.”
“You feel important when you have been called upon to help out in a crisis situation, such as a hurricane, Sept. 11th, or an earthquake; however, this can be stressful.”
“The CRC is a structured environment, you always know exactly when to be at work, have meetings, and take breaks.”
“I enjoy talking to policyholders from all over the country and assisting them when they need us the most.
It makes me feel good knowing that I am able to help them when their agent is unavailable.”

EMPLOYEE BENEFITS: TOTAL REWARDS

When we say TOTAL Rewards, we mean it.

That's what we call the State Farm® employee benefits and pay package. It includes the cash and non-cash rewards offered in exchange for your contributions to the Company's success.
As the nation’s premier provider of insurance and financial services, we help people protect what they value and achieve their financial goals. We do this through integrity, financial strength and relationships built on mutual trust. Join us in making a difference in the lives of others — State Farm is a great place to work!

Health & Welfare

We offer eligible employees and their dependents a holistic approach to health and welfare benefits with a variety of options. These include comprehensive health care coverages with medical, dental and vision along with life, accidental death and dismemberment, long-term disability and long-term care. Flexible spending accounts are also an option.

Worklife & Wellness

Our worklife and wellness programs help employees achieve personal and professional success. Worklife offerings include flexible work options, job

sharing, telework, an activities association and a casual dress philosophy. Wellness initiatives include our Live Well, Be Well activities to help employees maintain healthy lifestyles. Our LifeWorks employee assistance program can help you and your family members manage the challenges of work, home, health and everyday life.

Time Off

Our time-off programs are generous and flexible — several are offered in hourly increments so you can take the time as you need it, when you need it. We offer paid vacation, paid holidays, paid personal time off, paid sick leave and several permission leave options.

Pay. We are proud to offer a competitive pay package designed to attract, motivate and reward high performers. Our pay program includes regular performance assessments and the opportunity for annual pay increases and incentive rewards.

Financial

We offer our employees a retirement pension plan, a 401(k) savings plan, mutual funds, a credit union, financial education, an employee discount program and other resources to help you plan and achieve your financial goals.

Development

State Farm is a learning organization. We offer a wealth of in-house resources and development opportunities to help you grow and learn in your current job and prepare you for future career opportunities. We have insurance education, tuition aid, professional designations, leadership development, internal career opportunities, employee resource groups and a mentoring program.

Health & Welfare

- Accidental Death & Dismemberment
- Dental
- Flexible Spending Accounts
- Life Insurance
- Long-term Care
- Long-term Disability
- Medical (HMO/PPO)
- Vision

Worklife & Wellness

- Anniversary, retirement and other gifts
- Casual dress philosophy
- Flexible work arrangements
- LifeWorks (Employee Assistance Program)
- Live Well, Be Well (wellness initiatives)
- Recognition programs
- State Farm Employees Activities Association
- Vanpool program

Time Off

- Community service/Education support day
- Holidays
- Leave of absence
- Medical leave
- Military leave
- Paid time off bank for PT employees
- Permission leaves
- Personal time
- Sick leave
- Vacation

Pay

- Base pay
- Variable pay

Financial

- Adoption assistance
- Mutual Funds
- Charting Your Financial Future (financial education)
- Credit Union
- Discount program
- Grants, matching gifts and scholarships
- Retirement plan (pension)
- 401(k) Savings plan

Development

- Associate development
- Association memberships
- Employee Resource Groups
- Job skills training
- Mentoring
- Professional education
- Internal development opportunities
- Insurance education and professional designations
- Tuition reimbursement

PAY

We're growing and we need top-notch employees to grow with us. The State Farm® employee pay package is designed to be market-competitive and reward you for your performance. Add to this a vibrant culture of personal development and you'll find a place where you can really grow.

Competitive Starting Salaries above the Market Average

Our employee pay package is designed to reward high performers and be flexible in meeting a variety of business needs. Salaries are reviewed regularly to ensure State Farm remains a pay leader relative to the external labor market.

Pay For Performance

Annual employee pay increases and incentive reward opportunities are based on measuring your results and competencies against specific goals.

Growth Opportunities

State Farm encourages growth from within and provides diverse career opportunities throughout the Company. You are also encouraged to grow and learn in your current job and prepare yourself for future opportunities.

We're very social.

Facebook Careers:

https://www.facebook.com/StateFarmCareers

LinkedIn Careers:

https://www.linkedin.com/company/state_farm/careers

YouTube Careers:

https://www.youtube.com/playlist?list=PLZdmq0GV_dGB2ripdKUILK88uWySk8xOf

Become an Employee

Take a deeper look at a company with real momentum.

https://www.statefarm.com/careers/become-an-employee/careers-video-library

Careers Video Library

Welcome to the State Farm® Careers video library. This is the place to learn more about the Company, to meet employees who serve our customers every day ... and to find out what it's really like to work at State Farm.

Customer Service Careers

State Farm® employees help our customers 24/7 from Customer Care Center locations across the country.

Others work the phones behind the scenes, collaborating with State Farm employees, agents and agent team members to help get the job done right.

They are the face and voice of State Farm, helping us uphold our tradition and culture of serving others.

Customer Service Means Remarkable Service at State Farm

While there are different business functions in different locations, the working environment and day-to-day demands of customer service careers apply to all.

Whether we're helping external customers, our employees or agents — our No. 1 goal is to deliver truly remarkable service in every interaction.

What is it like?

Customer service environments are highly structured and designed for high volume, with shared work spaces. Workflows and performance measures are closely monitored. Positions involve possible shift work, including nights, weekends and holidays.

What does it take?

Customer service roles require strong relationship-building, listening and communication skills, and extensive multitasking abilities with phone and computer. Some positions require licensing. Others require bilingual (Spanish) fluency.

CLAIMS

Claims is a big, vital part of our organization. Most of our current hiring is for Claim Associates to handle initial loss reporting and "express" claims.

https://www.statefarm.com/careers/become-an-employee/career-areas/claims-investigation-careers/claims-customer-service-roles

CUSTOMER CARE CENTER

Our Customer Care Center (CCC) serves as a partner to the State Farm agency force and creates a consistent experience for customers, no matter how or when they interact with State Farm. We provide exceptional customer care that meets multiple needs of our customers.

Learn more about Customer Care Sales Representatives
https://www.statefarm.com/careers/become-an-employee/career-areas/customer-service-careers/customer-care-sales-representative

Learn more about Customer Care Service Representatives
https://www.statefarm.com/careers/become-an-employee/career-areas/customer-service-careers/customer-care-service-representative

Learn more about Customer Care Support Representatives
https://www.statefarm.com/careers/become-an-employee/career-areas/customer-service-careers/customer-care-support-representative

Employment Process Summary

To apply for any job opening at State Farm, you need to complete an online application. The first step is to register. From there, just complete the required fields on the application. Everything you need to know is on our How to Apply page.
https://careers.statefarm.com/employee/emp-how-to-apply.asp

HR Interview

If you're contacted by Human Resources for an interview, this may be a phone or face-to-face conversation. Be prepared for the recruiter to ask you questions with regard to your skills and experience. It's also an opportunity for you to discover more about State Farm and the position you applied for.

Testing

For some positions, general testing may also be part of the HR Screening process. If applicable, your Human Resources contact will provide all the information you need to help you feel informed and prepared throughout the process.

Pre-employment assessments you may be required to complete are the State Farm screening batteries (SFsb) and SkilTrak batteries or Language Proficiency Assessment.

https://careers.statefarm.com/pdf/SFsb-SkilTrak.pdf

https://careers.statefarm.com/pdf/LPA.pdf

Hiring Manager Interview

If selected, an interview with the hiring manager comes next. This is a face-to-face, competency-based interview designed to gauge how well your skills and experience fit the job opportunity. You'll also learn more about specific job responsibilities and the actual working environment.

Additional Interviews

The hiring manager may include other management in your initial interview, or you may be invited back to meet with others from the business function.

Contingent Job Offer

If selected, you'll receive a contingent job offer. Pending successful results from a background check and drug test, your offer will be confirmed in writing.

Confirmed Job Offer

Your job offer will confirm the position, location, salary, start date, and reporting manager.

Welcome to State Farm Website

Once your job offer is confirmed and accepted, you'll be given access to a special website just for new employees. It's designed to provide the information new employees want to know, and to help take the stress out of your first day on the job.

The Welcome website is a place where new employees can:

•Find out what to wear, what to bring, and all that first day kind of stuff.
•Learn more about benefits, pay, time off, and other employee programs.
•Check out videos featuring State Farm employees and Company CEO Ed Rust Jr.

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Gateway Operations Center

444 North 44th St. Phoenix, AZ 85008

Papago Buttes Operations Center

1500 North Priest Drive, Tempe, AZ 85281

Tempe Operations Center

2700 South Sunland Drive, Tempe, AZ 85281

CUSTOMER RESPONSE CENTER (CRC) 3:39

As an extension of the agent's office, CRC is staffed 24/7 with professional, well-trained employees who provide a personal touch with things like initiating newly reported claims, taking premium payments and resetting statefarm.com® passwords.

https://careers.statefarm.com/employee/emp-customer-service.asp

There's no such thing as "normal" business hours.

https://careers.statefarm.com/employee/emp-customer-service.asp

Customer Response Center Representative

A Peek at What Employees or Associates Do:

Talk on the phone to customers, agents, and State Farm employees using scripted responses:

- Answer insurance-related questions from callers
- Explain processes for claims and provide emergency assistance
- Take detailed messages for agents/claims personnel
- Provide emergency customer assistance

While on the phone, you will utilize computer technology:

- Use an online job aid
- Use the State Farm intranet to locate information
- Send detailed messages to agents and claims personnel
- File claim reports using a computer

*** Apply State Farm policies and procedures to unique situations.**

Part Time

Looking for the stability of an industry leader, with the flexibility of part-time work? To help serve our customers 24/7, part-time positions are available in a variety of roles. Select Part-Time in the Full/Part Time field of your Job Search to find current part time opportunities.
https://online2.statefarm.com/apps/careers/psc/cgprdext/RECRUITING/HRMS/c/HRS_HRAM.HRS_CE.GBL?submit=Go&

Check Out These Images of Our Customer Service Work Environment
https://www.statefarm.com/careers/become-an-employee/career-areas/customer-service-careers

PART-TIME OPENINGS

Claim Associate-ILR - 30 OPENINGS

Location may include one of the following: ***444 N. 44th Street**, Phoenix, AZ 85008, **2118 E. Elliot Road**, Tempe, AZ 85283

Our claims associates are critical to the success of State Farm because of their direct contact with current and potential customers. Claim Associates in the new

Initial Loss Reporting (ILR) area receive claims and ensure prompt routing to other claim handling teams. At State Farm, our Claim Associates support the mission and values of our company by providing Good Neighbor service throughout the claim handling process.

The primary responsibilities of a Claim Associate-ILR include:

•Communicating with customers and associates over the telephone, mobile app, click-to-chat, and internet reporting

•Gathering and documenting loss information

•Working in a collaborative team environment to handle a large volume of claims and telephone calls

•Using State Farm claims systems and other technologies to perform job duties

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Part-time work schedules are 20 hours per week and may include weekends and holiday shifts.

These positions offer part-time employee benefits and a paid-time off bank. *

*You will be assigned a Part-time shift of 20 hours per week (4 days at 5 hours per day). We are only looking for candidates who are willing to work the shifts as assigned which may include weekends and holidays.

Schedules are likely to change in the future and flexibility to shift scheduling is desired.

Available shifts:

Sat, Mon, Tues, Weds 7:45 am - 12:45 pm **or**

Sun, Mon, Tues, Weds 7:15 am - 12:15 pm

Sun, Mon, Thurs, Fri 7:45 am - 12:45 pm **or**

Sun, Mon, Thurs, Fri 6:45 am - 11:45 am

The mandatory Training Period begins on the start date of January 25, 2016.

The schedule for the training period differs from the 20 hour assigned PT schedule. Training will be 30 hours per week, Monday thru Friday 7:30 am - 1:30 pm for 5 weeks. You will be expected to be present for every day of training.

External starting salary $13.40 per hour* *Training Salary…

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CCC Sales Rep – 18 OPENINGS

LOCATION: 1500 N. Priest Drive, Tempe AZ 85281
PART-TIME BILINGUAL - Spanish POSITIONS *BENEFITS ELIGIBLE*

SPANISH BILINGUAL SKILLS REQUIRED - Advanced verbal fluency in Spanish language is required for this position. Competitive candidates will be required to participate in a third-party language assessment for further consideration.
SALARY: $14.40 / HR - For Training
Additional sales incentives are available based on sales performance. Shift pay may apply. Bilingual pay differential ($1.25/hr.) and a one-time language bonus applies for selected candidates in this location. Our compensation programs are always evolving and are subject to change.
The Customer Care Center Sales Department is an after-hours and weekend operation that supports a 24 hour and 7 days a week work environment driven by our customer demands. Competitive candidates may participate in pre-employment testing and phone interviews.
LICENSING: Training includes P&C Producer's Licensing paid for by State Farm. Successful selected candidates will receive a job offer stating that continued employment as a State Farm CCC Sales Customer Associate is contingent upon meeting the requirements necessary to obtain appropriate state(s) mandated licenses.
This includes successfully completing all applicable licensing exam(s), and background checks required of various state(s).
Failure to do so may result in termination.
TRAINING: Once hired, selected candidates will attend 14 weeks of **MANDATORY paid training; Monday through Friday from 2pm-8pm.**
WORK SCHEDULE: The work schedule is a set schedule of 30 hours per week and will include working a full Saturday and/or Sunday every week and may include working some holidays in the future. Due to the nature of our business, flexibility in the work schedule is needed and future work schedules may change based on business needs.
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IMPORTANT TO UNDERSTAND: Our commitment to customers makes us the No. 1 insurer of cars and homes in the United States. This same commitment to our work force is how we got here and how we stay here. Our 90-year track record

highlights State Farm as an employer of choice committed to providing career opportunities that last a lifetime.
From diverse backgrounds and talent, to meaningful work and comprehensive benefits, "Like a good neighbor..." isn't just a slogan. It's who we are and how we do business.
STATE FARM RECOMMENDS THAT YOU DO THIS BEFORE YOU APPLY: To learn more about CCC-Service, log on to www.statefarm.com

- Click on Careers,
- Click on Become an Employee, Learn More,
- Click on So Many Careers,
- Click on Claims,
- Watch the Customer Service Video (on the right side of the page)

APPLY HERE:
https://careers.statefarm.com/
APPLY HERE: LIMITED TIME TO APPLY...HURRY!
https://careers.statefarm.com/
Claim Associate-ILR 10 FT OPENINGS
*****SPANISH BILINGUAL SKILLS REQUIRED**
Advanced verbal fluency in Spanish language is required for this position. Competitive candidates will be required to participate in a third-party language assessment for further consideration.
This is a 24-hour operation, requiring employees to work various shifts, nights, weekends, and holidays. Flexibility to work in a rotating shift environment is necessary for further consideration. ***
Excellent customer service, communication, and teamwork skills a must. ***
Please refer to the Claim Associate - ILR level descriptor for additional roles and responsibilities of the position.
There is a 6 month promotional and 12 month lateral incumbency period from the original ILR go live date.
Training: Competitive candidates should be available to attend a 4-week required training program for these positions starting January 25, 2016.
Starting Salary (External) - $27,001 per year ($13.40 per hour). Bilingual pay differential ($1.25 / hr.) and a one-time language bonus applies for selected candidates in this location. Our compensation programs are always evolving and are subject to change. **Locations:** 2118 East Elliot Road, Tempe, AZ 85283 or 444 N. 44th Street, Phoenix, AZ 85008

Claim Associate-Express - 120 FT OPENINGS

Express Auto Claims is a dedicated, in-office workforce that supports a 24 hour and 7 days a week work environment driven by our customer demands. Current hours of operation are: M-F 6:30 AM - 9:00 PM customer time, Sat 7:30 AM - 8:00 PM customer time, Sun 8:30 AM - 7:00 PM based on customer time and are subject to change.
Employees may be expected to work in a shift environment including irregular hours, weekends, and holidays based on workload, job requirements and customer demand. Employees' work schedules may change based on business need and are expected to be shift flexible as business needs change.
LOCATION(S): Tempe Operation Center & Gateway Four Operation Center Candidates must be willing to relocate themselves at their expense to this location.
SALARY: $29,016.00/ANNUAL Shift pay may apply. Our compensation programs are always evolving and are subject to change.
LICENSING: Training includes Claims Adjuster's Licensing paid for by State Farm. Successful selected candidates will receive a job offer stating that continued employment as a State Farm Express Customer Associate is contingent upon meeting the requirements necessary to obtain appropriate state(s) mandated licenses. This includes successfully completing all applicable licensing exam(s), and background checks required of various state(s). Failure to do so may result in termination.
TRAINING: **Once hired, selected candidates will attend 9-10 weeks of MANDATORY paid training; Monday through Friday from 7:30am to 4:00pm.**
WORK SCHEDULE: After training, full-time weekly schedules total 38:45 per week. Due to the nature of our business, flexibility in the work schedule is needed and future work schedules may change based on business needs.

==========

Customer Service Rep- Bank - 15 FT OPENINGS

Bank Response Center Customer Service Representative's work directly with our customers, agents, and third-party callers to fulfill their banking needs, handle their product and service

questions, or route their call to the appropriate area of State Farm Bank for assistance. The BRC sites are located in Phoenix, Arizona.

As the "front end" of the Bank, our Bank CSR's:

* Open and close all types of deposit product accounts
* Provide loan payoff amounts (some exceptions apply)
* Review transactions on deposit product accounts (including ATM/Check Cards)
* Process lost/stolen credit card
* Provide Consumer Electronic Banking (CeB) guidance
* Provide application and general product guidance to agents and agents' staff
* Transfer callers to other areas of State Farm Bank

TRAINING

Mandatory paid training will be conducted from March 7th - April 15th, Monday - Friday, 8:00 4:30pm MST.

WORK SCHEDULE

The BRC is recruiting for full-time tours but part-time can be accommodated. The department conducts semi-annual tour bids, allowing representatives to balance work/life needs. Tour bids include both part-time and full-time positions - neither are guaranteed.

Full-time options available (all times in MST):

Monday Friday 6:30am 3:00pm
Monday Friday 7:30am 4:00pm
Monday Friday 8:30am 5:00pm
Monday Friday 12:30pm 9:00pm
Monday Friday 1:30pm 10:00pm
Monday, Thursday, Friday 8:30am 7:00pm; Saturday 8:45am 7:00pm
Sunday, Monday, Tuesday 8:30am 7:00pm; Wednesday 8:30am 6:45pm
Monday, Tuesday, Thursday 7:00am 5:30pm; Friday 7:15am 5:30pm

Part-time options available (all times in MST):

Monday, Tuesday, Thursday 5:00pm 10:00pm; Saturday 9:00am 2:00pm
Monday, Wednesday, Friday 5:00pm 10:00pm; Saturday 9:00am 2:00pm
Monday, Wednesday, Friday 10:00am 3:00pm; Saturday 10:00am 3:00pm
Monday Friday 6:00pm 10:00pm
Monday Friday 6:45am 10:45am

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KEY HERE IS FULL DISCLOSURE WITH AN EMPHASIS UPON THE CIRCUMSTANCES

The employer understands that there is a big difference between “I stole to feed my babies” versus “”I didn’t really steal that big screen TV…It was the Super Bowl and I borrowed it…If my truck hadn’t broke down, I would have brought it back…!”

Also, the employer is more concerned in who you are instead of who you were. They want to know that you learned more from the experience than just not get caught again.

They are interested and weigh heavily what you have done, what you have achieved and how far you are removed from the person who was in trouble. This is your mission, your job and the better you showcase your transformation, the easier it will be for them to hire you.
If you have not turned your life around or feel uncomfortable discussing this, these jobs are not for you and save yourself some grief and don't apply.
It's on you! They do not owe you.

You owe it to yourself but, that is a difference conversation...

==========

USED JOB SHACK INSIDER…

STATE FARM…

Claims Representative Interview

- I applied online and the process took 2 weeks

Interview Details – Applied via their website. Within 3 days, I received an e-mail asking me to complete assessments. These tests included data entry, typing, personality, and logic testing. If you pass those, you are called by a recruiter to schedule a phone interview. The phone interview is prompt, and took an hour. They ask scenario based questions... Tell me a time when, how you handled it and the result. If you do well in the interview process, they will propose an offer on the spot. There is no 1:1 interview that is face to face. Then they use a company called Hire Right to perform back ground checks, drug screening, etc. Start date is 2 months after phone interview (in my case). The also expect you to be able to handle a very strict schedule (they plan out your day from beginning to end) and you need to be flexible with times of the day for work schedule as it varies. If you miss any tasks requested by hire right through email and don't respond or do what they ask, your offer is voided. I haven't started yet to provide office info. It is a cubical setting.

Interview Question – None of the questions were really difficult. You just have to have scenarios ready and be ready to give the situation, how you handled it and the result. Some questions were:

• Tell me a time you disagreed with a boss and how you handled it.
• Tell me a time you worked as part of a team and they weren't pulling their weight and how you handled it, etc.

==========

CRC Representative Interview

- I applied online and the process took 2 weeks

Interview Details:

1. Filled out app online
2. Signed disclosure
3. Received testing material

4. Received competitive score email.
5. HR rep Called to schedule phone interview. Had interview and received job offer the same day.

I am currently in the drug screen/drug test part of it now.

Interview Question;

- Name a time you and an employee had a difference of opinion and what came of it.
- Tell me a little more about yourself
- Give a time where you had to persuade a peer or a coworker to have something go your way. What was the situation and how was the outcome?
- Tell me about a time you had to multitask between tasks in a pressure environment. What was the situation and how did you overcome it?
- Tell me about a time you went above and beyond for a customer. What was the situation and what was the outcome?
- Give me a time when you and your coworkers couldn't agree on a project. What was the situation and how did you overcome it?

TELL ME WHAT YOU KNOW ABOUT MY COMPANY

https://www.statefarm.com/about-us/company-overview/company-profile/state-farm-story

State Farm, well known for being a "good neighbor" by "being there" for our customers, was founded in 1922 by retired farmer and insurance salesman George Jacob "G.J." Mecherle. We now insure more cars and homes than any other insurer in the U.S. A mutual company focused on its policyholders, State Farm is currently ranked number 41 on the Fortune 500 list of largest companies.

The State Farm Story began with Mecherle's original vision for State Farm: operate fairly and do the right thing for our customers. While his vision still guides us today, our continued mission is to be the first and best choice in the products and services we provide.

Originally a single line auto insurance company, State Farm now offers nearly 100 products and services, in five different lines of business, to help customers manage today and prepare for tomorrow. We show our commitment to our policyholders by handling nearly 35,000 claims per day. The history of State Farm not only demonstrates we do the right thing for our customers; we do the right thing for communities. We are heavily involved in and support communities through sponsorships, safety programs, education leadership, and service-learning.

Known as a public leader in auto safety efforts, State Farm helped pass a number of seat belt laws and continues to fight for seat belt and teen driver safety.

We work to build safer, stronger, and better educated communities across the United States. We are committed to the future through our green efforts and by helping raise the levels of achievement of our nation's teachers and students.

We help build strong communities by supporting programs that enable home ownership, create safe neighborhoods, and making our homes and highways safe through activities aimed at preventing and reducing injury and loss.

O*NET OnLine
Occupation Quick Search:
Help
Find Occupations
Advanced Search
Crosswalks
O*NET Sites
Build your future with O*NET OnLine.
Welcome to your tool for career exploration and job analysis!
O*NET OnLine has detailed descriptions of the world of work for use by job seekers, workforce development and HR professionals, students, researchers, and more!
What is O*NET?
What's New?
Browse occupations by Work Context.
Learn More
I want to be a...
Start the career you've dreamed about, or find one you never imagined.
Find It Now
at My Next Move
Occupation Search
Keyword or O*NET-SOC Code:
Find Occupations
Browse groups of similar occupations to explore careers. Choose from industry, field of work, science area, and more.
Bright Outlook
Advanced Search
Focus on occupations that use a specific tool or software. Explore occupations that need your skills.
Browse by O*NET Data:
Crosswalks
Connect to a wealth of O*NET data. Enter a code or title from another classification to find the related O*NET-SOC occupation.
Apprenticeship
green occupations
The green economy is changing tasks, skills, and jobs across the country. Discover important information for over 100 occupations going green.
Learn More
Search

MEET YOUR JOB SEARCH'S BFF…

WHAT IS ONET?

http://www.onetonline.org/

ONET is a creation of the government and (in this case) they wisely spent a billion dollars to create a 4-5 page long, job description that breaks down your job (every job in America) by its skills and abilities – which includes all of the key words and phrases that you need to get pass the application gatekeeper (that prevents you from getting your application to a live person).

You use ONET to collect all of the key words and phrases that you will need to put into your application. These words and phrases are counted by the computer and that will determine whether or not you will get called for an interview.

The computer converts what you write into a number score from 0 – 100+ and the closer you are to 100 (or above) will determine if a real person ever sees your KILLER Application. As such, you can see why ONET makes the difference between getting an interview or not!

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Summary Report for: 43-4051.00 - Customer Service Representatives

http://www.onetonline.org/link/summary/43-4051.00

Even though many of these companies in today's book have good job descriptions, the employment grail (bottom line expert) authority is the Department of Labor. Each of these companies has a computer (software) that is the gate keeper and you will need ONET to beat it!

Summary Report for:

43-4051.00 - Customer Service Representatives

Tasks

•Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
•Check to ensure that appropriate changes were made to resolve customers' problems.
•Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
•Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
•Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.
•Refer unresolved customer grievances to designated departments for further investigation.
•Determine charges for services requested, collect deposits or payments, or arrange for billing.
•Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.
•Solicit sales of new or additional services or products.
•Order tests that could determine the causes of product malfunctions.

Tools & Technology - Tools used in this occupation:

Autodialers — Autodialing systems; Predictive dialers
Automated attendant systems — Voice broadcasting systems
Automatic call distributor ACD — Automatic call distribution ACD system
Scanners
Standalone telephone caller identification — Calling line identification equipment; Dialed number identification systems DNIS

Technology used in this occupation:

Contact center software — Avaya software; Multi-channel contact center software; Timpani Contact Center; Timpani Email
Customer relationship management CRM software — Avidian Technologies Prophet; Salesforce.com Salesforce CRM; SSA Global software; Telemation e-CRM

Electronic mail software — Astute Solutions PowerCenter; Email software; IBM Lotus Notes; Microsoft Outlook
Enterprise resource planning ERP software — Intuit QuickBooks Enterprise Solutions software; Microsoft Dynamics ERP; Sage MAS 200; SAP software
Network conferencing software — Active Data Online WebChat; eStara Softphone; Parature eRealtime; Timpani Chat

Knowledge

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

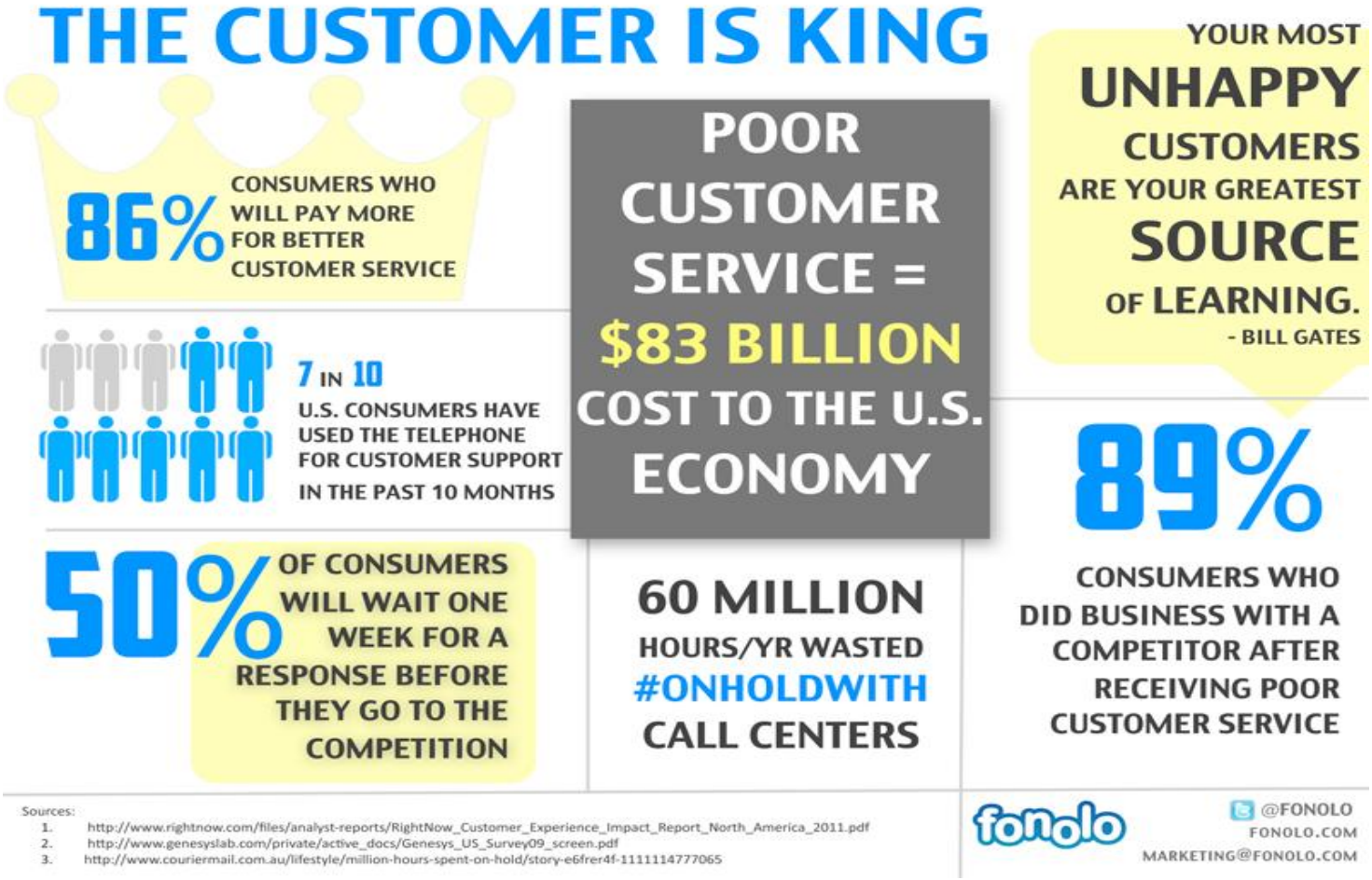
Skills

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
Speaking — Talking to others to convey information effectively.
Service Orientation — Actively looking for ways to help people.
Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
Persuasion — Persuading others to change their minds or behavior.
Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
Time Management — Managing one's own time and the time of others.

Abilities

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
Speech Clarity — The ability to speak clearly so others can understand you.
Speech Recognition — The ability to identify and understand the speech of another person.
Near Vision — The ability to see details at close range (within a few feet of the observer).
Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.


THE CUSTOMER IS KING
86% CONSUMERS WHO WILL PAY MORE FOR BETTER CUSTOMER SERVICE
7 IN 10 U.S. CONSUMERS HAVE USED THE TELEPHONE FOR CUSTOMER SUPPORT IN THE PAST 10 MONTHS
50% OF CONSUMERS WILL WAIT ONE WEEK FOR A RESPONSE BEFORE THEY GO TO THE COMPETITION
POOR CUSTOMER SERVICE = $83 BILLION COST TO THE U.S. ECONOMY
60 MILLION HOURS/YR WASTED #ONHOLDWITH CALL CENTERS
YOUR MOST UNHAPPY CUSTOMERS ARE YOUR GREATEST SOURCE OF LEARNING. - BILL GATES
89% CONSUMERS WHO DID BUSINESS WITH A COMPETITOR AFTER RECEIVING POOR CUSTOMER SERVICE
Sources:
1. http://www.rightnow.com/files/analyst-reports/RightNow_Customer_Experience_Impact_Report_North_America_2011.pdf
2. http://www.genesyslab.com/private/active_docs/Genesys_US_Survey09_screen.pdf
3. http://www.couriermail.com.au/lifestyle/million-hours-spent-on-hold/story-e6frer4f-1111114777065
fonolo
@FONOLO
FONOLO.COM
MARKETING@FONOLO.COM

Written Expression — The ability to communicate information and ideas in writing so others will understand.
Written Comprehension — The ability to read and understand information and ideas presented in writing.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Work Activities

Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.
Interacting With Computers — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
Communicating with Persons Outside Organization — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
Establishing and Maintaining Interpersonal Relationships — Developing constructive and cooperative working relationships with others, and maintaining them over time.
Making Decisions and Solving Problems — Analyzing information and evaluating results to choose the best solution and solve problems.
Updating and Using Relevant Knowledge — Keeping up-to-date technically and applying new knowledge to your job.
Processing Information — Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
Resolving Conflicts and Negotiating with Others — Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
Organizing, Planning, and Prioritizing Work — Developing specific goals and plans to prioritize, organize, and accomplish your work.

Work Context

Telephone — 100% responded “Every day.”
Contact With Others — 85% responded “Constant contact with others.”
Electronic Mail — 74% responded “Every day.”
Face-to-Face Discussions — 66% responded “Every day.”
Importance of Being Exact or Accurate — 57% responded “Extremely important.”
Indoors, Environmentally Controlled — 84% responded “Every day.”
Importance of Repeating Same Tasks — 51% responded “Extremely important.”
Spend Time Sitting — 18% responded “About half the time.”
Time Pressure — 52% responded “Every day.”
Letters and Memos — 47% responded “Every day.”
Job Zone
Title Job Zone Two: Some Preparation Needed

Education These occupations usually require a high school diploma.
Related Experience Some previous work-related skill, knowledge, or experience is usually needed. For example, a teller would benefit from experience working directly with the public.
Job Training Employees in these occupations need anywhere from a few months to one year of working with experienced employees. A recognized apprenticeship program may be associated with these occupations.
Job Zone Examples These occupations often involve using your knowledge and skills to help others. Examples include sheet metal workers, forest fire fighters, customer service representatives, physical therapist aides, salespersons (retail), and tellers.

SVP Range (4.0 to < 6.0)

Education:

Percentage of Respondents –

Education Level Required:

- 67 High school diploma or equivalent Help
- 16 Bachelor's degree
- 6 Some college, no degree

Credentials - Find Training Find Certifications

Interests - Interest code: ESC:

Enterprising — Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.

Social — Social occupations frequently involve working with, communicating with, and teaching people. These occupations often involve helping or providing service to others.
Conventional — Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.

Work Styles:

Attention to Detail — Job requires being careful about detail and thorough in completing work tasks.
Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.

CUSTOMER SERVICE
TOP TEN
1. APPEARANCE
– first impressions last a long time
2. ATTITUDE
– a learned behavior, make it positive
3. FRIENDLINESS
– be generous, give smiles unconditionally
4. IMPRESSION
– what's left in the room after I leave
5. RESPONSE-ABILITY
– take action, exceed customers expectations
6. COMMITMENT
– my pledge to service and teamwork
7. TEAM THINKING
– my actions effect everyone in my organization
8. COMMUNICATION
– active listening and positive responses
9. SERVICE
– my personal commitment to make a difference
10. PERSONAL EXCELLENCE
– I believe in my ability to make a difference

Integrity — Job requires being honest and ethical.

Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
Concern for Others — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
Self Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high stress situations.
Adaptability/Flexibility — Job requires being open to change (positive or negative) and to considerable variety in the workplace.
Independence — Job requires developing one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done.
Social Orientation — Job requires preferring to work with others rather than alone, and being personally connected with others on the job.

Work Values:

Relationships — Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.
Support — Occupations that satisfy this work value offer supportive management that stands behind employees. Corresponding needs are Company Policies, Supervision: Human Relations and Supervision: Technical.
Independence — Occupations that satisfy this work value allow employees to work on their own and make decisions. Corresponding needs are Creativity, Responsibility and Autonomy.

Related Occupations:

29-2071.00 Medical Records and Health Information Technicians Bright Outlook
43-3011.00 Bill and Account Collectors Bright Outlook Bright Outlook
43-4031.03 License Clerks
43-4041.02 Credit Checkers
43-4081.00 Hotel, Motel, and Resort Desk Clerks Bright Outlook
43-4111.00 Interviewers, Except Eligibility and Loan
43-4141.00 New Accounts Clerks
43-4171.00 Receptionists and Information Clerks Bright Outlook
43-4181.00 Reservation and Transportation Ticket Agents and Travel Clerks
43-5011.00 Cargo and Freight Agents

Flo is calling you…are ya listening?

Phoenix (S 44th Pl, 1st Floor) 4550 S 44th Pl. Phoenix, 85040
Tempe (Curry Rd/Concierge) 600 E Curry Rd. Tempe, 85281

Working at Progressive

As an employee at Progressive, you'll have the confidence that comes from working in a growing, stable company and enjoy the enthusiasm of a team that embraces change and constantly evolves to meet the needs of our customers.

Progressive also offers:

* Ongoing coaching, training and career development
* On-site clinical care and fitness center
* Inclusive environment which includes Employee Resource Groups
* Comprehensive benefits (medical, dental, vision, etc.) and a 401(k) plan
* Casual dress, welcoming atmosphere and engaging culture

Sales Representative - Inbound Call Center - Tempe, AZ

$500 sign-on bonus for those who already have a P&C license

Pay Rate & Incentives: $14.25-$17.25 per hour based on prior work experience, plus shift differential for non-traditional hours.
* before being hired
* 10% shift differential for weekday hours after 7pm and all weekend hours
* Top performance awards with cash payouts reaching $200+ a month
* Monthly and year-end sales contests with cash payouts and merchandise
* Gainshare bonus of up to 16% of salary (Annual bonus program rewards employees based on the company's achievement of annual performance objectives)

Schedule: Monday, Tuesday, Friday & Saturday, 9:00 a.m. - 8:00 p.m.

Required Knowledge, Skills and Experience to be Successful:

* 1 year sales experience
* Demonstrated success in a sales environment including consultative sales and ability to influence and close the sale
* Demonstrated ability to learn how to sell a complex product requiring specific expertise and knowledge
* Effective phone communication
* Demonstrated success in a team environment
* Computer skills including an ability to navigate screens for searching purposes and basic software applications (e.g., Outlook, Word, Excel, Lotus, Email), and typing skills
* Time management strategies
* High school diploma or GED

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Join our collaborative team of dedicated individuals-and love what you do.

Why Progressive?

We're an organization that celebrates and rewards hard work each and every day, with a goal of being a company people can trust.

Voted Top Workplace 3 years in a row in Phoenix.

As a Sales Representative, you may work with a headset, but it's your mindset that makes you most valuable. Use your ability to make real connections with potential customers by providing an exceptional buying experience.

You'll spend 90% of your time handling inbound calls regarding insurance rates and policies, offering our customers tailored solutions to meet their needs.

In this role, you'll work in an enthusiastic environment that gives you the chance to engage with people all day long.

Bring your sales experience to an established company offering a stable paycheck, with no cold calling!

Progressive Offers:

- Gainshare bonus of up to 16% of salary (Our annual Gainshare bonus program rewards employees based on the company's achievement of annual performance objectives)
- On-site clinical care and fitness center - Ongoing training and career advancement - Award winning, supportive environment which includes
- Employee Resource Groups - Comprehensive benefits (medical, dental, vision, etc.) and a 401(k) plan
- Casual dress and great corporate culture
- Apply now and find out what it's like to be valued for the talent and passion you invest in all that you do.

Here are a few things to keep in mind when applying with us:

* You'll be asked for information around your employment history and educational background
* After applying, you are able to monitor your status in the recruiting process on your profile
* A recruiter will contact you by email or phone if you are under consideration for a current position
* Some positions require candidates to meet company requirements on our online assessment test
* Candidates must pass a comprehensive background check.

APPLY ONLINE HERE:

https://progressive.taleo.net/careersection/2/jobdetail.ftl

* **candidates must pass a comprehensive background check. TIPSTER: HEY! Don't just walk away dudes! Back when I was in school, I didn't need 100% to pass just 69% and sometimes depending on how good I talked...a lot less. What does it hurt to call and ask them to explain their definition of "PASS" is...it might just be different than what you thought?**

YOU HAVE NOTHING TO LOSE EXCEPT UNEMPLOYMENT!

Submitting an Application

https://progressive.taleo.net/careersection/2/jobsearch.ftl?lang=en

To apply online, simply submit your resume for a job posting. Then, monitor your application's status by just logging in to your account. You'll hear from a recruiter if you're under consideration.

We keep the information from your resume and application in our database and you may be considered for another position in the future. Be sure to check back and apply for future openings. We're always looking for eager, curious, dedicated candidates.

Consider signing up for our Talent Network for monthly updates on what's going on inside the company—all sent directly to your inbox.

https://progressive.avature.net/talent

Online Employment Assessment

To help choose the right person for the job, we often require an online assessment.

If asked to do this, you'll answer questions showing how you reason, draw conclusions and understand trends. You'll also get a chance to answer questions about work preferences, preferred work style and environment, and your interests.

We'll let you know if the job requires an online assessment.

What to expect:

You can take the online assessment at home or on any computer with a reliable Internet connection.

It will take approximately 60 minutes to complete.

Tips:

- Choose a setting that's comfortable and quiet, with minimal distractions.
- Set aside extra time so you'll feel relaxed and can complete the assessment in one sitting.
- Carefully read all instructions, questions and response options.
- Think about real-life examples from past jobs or your current job when responding.
- Avoid second-guessing or over-thinking your responses.
- Try your best to complete every question. Remember that you don't have to answer every question correctly to do well.
- Assessment results
- You'll receive an email with your assessment results.
- If you meet the qualifications, you'll move on to the interviewing phase.

- If you don't meet the qualifications, you can retake the assessment 180 days after your original assessment date. We don't offer any specific feedback on your results.

FAQs

For more information about Progressive's assessment, please review these frequently asked questions.
http://www.progressive.com/jobs/employment-testing-faqs/

Interviewing Tips

We want you to feel comfortable, welcome and accommodated throughout the interview process. We realize that it takes away from other aspects of your life.
Here are a few ways to prepare:
Explore the rest of our website to learn more about our culture, products and Core Values.
Learn about our Targeted Selection® behavioral interviewing technique.
Think about your skills and experiences and how they can transfer or relate to the role.
Reach out to any Progressive employees you know to learn first-hand about their experiences and why they chose Progressive.
Ask a friend to do a practice interview with you.
Review your past performance evaluations to help recall your accomplishments.
Use your past experiences to think through specific examples that led to your successes or opportunities to learn.
Prepare a list of questions for both the recruiter and the hiring manager, and bring them to the discussions.
Smile and engage with the recruiter and the hiring manager—this is a conversation!
Show your enthusiasm and let the recruiter and hiring manager know you want the role!

How does Targeted Selection work?

Targeted Selection is based on the premise that past behavior can predict future behavior, and that your motivation is key to your success. The process

involves straightforward questions that can be answered with specific, real-life job examples. Targeted Selection is the world's most proven, accurate behavioral interviewing system. It helps verify you're fit for the job, and the company's fit for you.
What do Targeted Selection questions look like?
Using Targeted Selection, we'll ask non-theoretical questions, which prompt answers that describe specifically what you did to change a situation or solve a problem. Here are a few examples:

- What was your most difficult sale, and how did you approach it?
- What changes in your job have you recommended? Why?
- Describe a situation in which you were able to convince someone to see things your way.
- Describe a time when you were faced with a stressful situation. How did you react?
- Tell me about a time when you made a bad decision. What did you do?
- Tell me about a time when you had to go above and beyond your job responsibilities in order to get a job done?
- Tell me about a time when you had too many things to do and you had to prioritize your tasks.
- How do I answer Targeted Selection questions?

The best way is to think about your answer as a short story with a beginning, middle and an end. Targeted Selection labels this as the "STAR" approach.

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USED JOB SHACK INSIDER…

Customer Service Representative

Application Details: I applied online. The process took 2 weeks

Interview Details: So I went through all the steps, took and passed online assessment after 1 week I found out results next step was phone interview, the interviewer was great and said normally she didn't tell people right away but I had made it through to the face to face interview. I received a link to have my background checked and received a phone assessment for my Spanish. I was sure I had the job, the face to face interview gives no room to talk about yourself AT ALL only STAR questions.(I have been in the call center/CSR field over 10 years the last 6 I was management in the call center actually monitored the calls for accuracy and quality). The recruiter called

me on the 3rd day to inform me I was not selected because they are looking for someone more "customer service oriented" From other comments I have seen it appears that if you have management experience you are not likely to get hired, in fact the person that I sat with to fill me in on the job details indicate she didn't have much experience before working there. I still would like to apply I feel it is a great company but not sure what they are looking for as it seems they want experience but not "too much"

Interview Questions

- Have you applied anywhere else?

Customer Service Representative Interview

Application Details: I applied online. The process took a day

Interview Details: Excellent, thorough and friendly without having to feel like you were being scrutinized every five to ten minutes. Punctual time frame set for interview, and it was right on schedule. Felt at ease the entire time and it was as if the interviewer were sitting across from me, not on the phone, three hundred miles away.

Interview Questions

- Why do you want to work here?

Customer Service Representative Interview

Application Details: I applied online. The process took 3 weeks

Interview Details: Applied online. This position is for an unlicensed agent, I currently hold my insurance license. The interview process took three hours. Face to face interviews with two managers and listening to an agent for thirty minutes. The interview process took three hours. Face to face interviews with two managers and listening to an agent for thirty minutes.

I was told when I received the call I did not receive the job that I did not have the background they were looking for. I've worked in insurance for several years now.

Interview Questions

- All situational questions

Customer Service Representative Interview

Application Details: I applied online

Interview Details: Regretfully, I didn't get it, but they kept me posted and were very kind. Actually I am a little rusty with my typing but when I get my speed back I will reapply.

Interview Questions:

- How much experience have I had in customer service?

Customer Service Representative Interview

Application Details: I applied through a staffing agency
Interview Details: I got hired through innosource. I had an online assessment and then a call back the next day for my interview 2 days later i scheduled for an interview with progressive and 2 days from that I was given a position which i accepted. The background check was extremely extensive but no drug test. Confidence and willingness to learn is a PLUS you will work 2 weeks in the hole
Interview Questions

- When was a time you went above and beyond your job title?
- When was a rime you had misjudgment in the work place and how did you correct it?

Customer Service Representative Interview

Application Details: I applied online. The process took 4+ weeks - interviewed at Progressive Insurance in January 2011.
Interview Details: Progressive's hiring process is one of the most rigorous I have encountered. Submit application, complete phone interview, background check (intensive) and two face to face interviews. They use the STAR method for interviewing... so prepare prepare…prepare.
Interview Questions

- Tell me of a time when you made a mistake and what you did.

Customer Service Representative Interview

Application Details: I applied online
Interview Details: Applied online, received an email to take an assessment test, and received a reply within days about setting up a phone interview. I was also sent an email letting me know the questions that might be asked. After my phone interview I received another email within a couple days about my face to face interview. The face to face interview was a 2 hour process interviewing with 2 managers. They use the STAR format for interviewing, asking about time management, multi-tasking, problem solving and many more
Interview Questions

- Tell me about questions can be hard.

Customer Service Representative Interview

Application Details: I applied online. The process took 2 months

Interview Details: 1) Fill out Application, 2) Pass Assessment Test, 3) Accept and Complete Phone Interview, 4) Complete HireRight Employment Verification Check, 5) Complete Progressive's Criminal Background Check, 6)Accept and Complete a Satisfactory 1-day On-Site Interview with 2 Separate Supervisors **Expect to answer questions related to 1 specific call**, 7)

If Offered a Position, ACCEPT THE JOB!!!

Interview Questions:

- Tell me about a time where you were assisting a customer on a situation that changed the way you thought about the company.
- Tell me about a time when you failed to provide the correct solution for a customer. What did you did to correct the issue?
- How do you handle calls from customers that seem to be unsatisfied with everything offered?

Customer Service Representative Interview

Application Details: I applied online. The process took 5 weeks

Interview Details: One of the hardest interviews I've had. In fact, I was told of the thousands of applicants, only 1% is hired.
I submitted my application online, got a call to schedule a phone interview. They then did a face to face with two supervisors in the room, then one on one with each supervisor.
I was given a tour and did an hour side by side listening to calls with another employee. Got a call about a week later with the employment offer, contingent on background check.
They will check ALL references, ALL previous employers, and ALL education. Whole process took about 5 weeks.

Interview Questions

- **Progressive uses the STAR interview method. Look it up and familiarize yourself with it- you'll be asked from 15-45 of these types of questions**

PROGRESSIVE

Customer Service Call Center Representative - Tempe, AZ

As a Customer Service Call Center Representative, you may work with a headset, but it's your mindset that makes you most valuable. As the voice of Progressive, you'll be the first interaction many of our customers have with us. Using your ability to make real connections with others, you'll help our customers and agents with questions about policies, billing and other insurance needs.

Once you've become an experienced sales consultant and obtained your P&C license, you may begin training to take on inbound service calls from our customers. Along with answering service questions, you'll educate prospective customers about our insurance rates and policy coverage to provide them with an exceptional buying experience.

We offer paid training! Gain new skills and start a whole new career!

Work Schedule: Monday, Wednesday, Thursday, Friday & Saturday, 10 a.m. - 7 p.m.

Pay Rate: $14.25 - $17.25 per hour, plus shift differential for non-traditional hours

Education, Experience and Skills needed to be Successful:

* Minimum two years customer service experience, in person or over the phone
* Effective communication skills, both verbal and listening
* Demonstrated success in a team environment
* Proven time management strategies
* Computer skills including: navigation through internet and intranet, typing or keyboard, understanding of basic software applications (e.g., Outlook, Word, Excel, Lotus, Email)
* High school diploma or GED

Progressive Offers:

* Gainshare bonus of up to 16% of salary (Our annual Gainshare bonus program rewards employees based on the company's achievement of annual performance objectives)
* On-site clinical care and fitness center
* Ongoing training and career advancement
* Award winning, supportive environment which includes Employee Resource Groups
* Comprehensive benefits (medical, dental, vision, etc.) and a 401(k) plan
* Annual schedule selections based on performance
* Casual dress and great corporate culture

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Customer Service Call Center REP

Tempe, AZ -

Work Schedule: Sunday, Tuesday, Wednesday, Thursday & Friday 9 a.m. - 6 p.m.

Pay Rate: $14.25 - $17.25 per hour, plus shift differential

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What to expect once you apply:

If you are selected to move to the next step in our recruiting process for a Sales Representative role, you will receive an email inviting you to take our online assessment. All candidates must meet company requirements on our online assessment.

* Please be sure to add hr-progressive@invalidemail.com to you primary inbox so the email does not get lost in your spam folders.
* You can view your status in our process by logging in to your profile after applying at any time.

TELL ME ABOUT A TIME?

LEARN HOW TO BEAT THOSE DIFFICULT STAR QUESTIONS…

Getting picked out of a group of hungry job candidates' means you need to be at the top of your game and be able to differentiate yourself from everyone else. Job hunters often fail to land jobs because they don't understand behavioral interviewing techniques and why employers use them. Employers are simply out to protect their company and a competency interview with behavioral questions is their way making an informed hiring decision.

Failing to prepare for a behavioral interview is likely to cost you a lost job opportunity. But, mastering the behavioral interviewing process will prepare you for almost anything an employer could throw at you and quickly advance you to the front of the hiring line.

Using behavioral questions, an employer is able to assess a job candidate based on essential competencies that have been identified for that position. A behavioral interview, also known as a star interview or competency interview is highly

structured with key questions to help employers determine how strong candidates are in specific competencies or skill areas.
Another approach to behavioral interviewing begins with one question and then asks a series of follow-up questions, allowing the interviewer to dig deeper into a candidates core competencies.
Behavioral Interview Questions – The theory of behavioral questions uses past behavior to predict future behavior. The behavioral answers you give an employer will allow them to determine your future on-the-job performance.
There are two styles of behavioral interview questions:
One uses the STAR behavioral interviewing method, which is the most common, and the other explores one or two of your recent accomplishments and asks you to compare them. Your behavioral answers to these questions, based on the competencies defined for the job, will help an employer predict how well you'll be able to do your job.
BEHAVIORAL QUESTIONS – A great way to help yourself give perfect behavioral answers to STAR interview questions is to put yourself in the employer's position. Ask yourself, "If I were the employer, what competencies would I look for in a job candidate?" When preparing for a competency interview, you need to put the employer needs first.
You do this by specifically identifying the employer needs and then relating your own accomplishments to their needs and requirements. Behavioral interviewing is not difficult when you understand the entire STAR interview process.
STAR INTERVIEW QUESTIONS – There are three parts to behavioral interview questions under the STAR interview method.
Situation or Task: What is the situation or problem that you are solving?
Action: What actions did you take to make the situation better? What decisions did you make to resolve the problem?
Result: What were the results of your actions? How did you benefit your company or organization? What did you learn that will help you in the future? Did you save time? Did you make money for the company?
Competency Interview – When you are preparing for a competency interview, it's important to put the employer's needs first. You need identify and understand the core competencies for the position. What skill will it take to be successful in that job? Once you identify this, then you can think about your own past accomplishments that will support you and prove you are capable in the core competency areas defined for this job. Having great behavioral answers is not

enough. During a behavioral interview, it's also important to maintain good non-verbal communication and to make certain your non-verbal communication does not contradict what you are saying.

What is the STAR Method for answering tough interview Questions?

The STAR method is:

S – Situation, background set the scene

T – Task or Target, specifics of what's required, when, where, who

A – Action, what you did, skills used, behaviors, characteristics

R – Result – Outcome, what happened?

I cannot stress how valuable learning this question answering technique will be for you.

Life changing may sound like an exaggeration, but if you don't know it…

Yes, I feel life changing is an accurate description of what this can do for you.

The STAR method technique will enable you to answer tough work related questions (not limited to job interviews) in a subtly, compelling and powerful manner.

People like hearing stories, facts are easier to remember if wrapped in a story, stories tend not to get interrupted; basically stories are an ancient proven method of getting a message across!

Listeners will remember more of your answers, and the messages within them, yet your message will be delivered in a friendly likable style.

As far as job interviewing is concerned, your success ratio will go off the scale.

How to build a STAR method Story

A Star story should be about 2 minutes long, and delivered with energy and enthusiasm about a real experience you have had (it does not have to be a work experience, as long as it describes a relevant skill or behavior).

Time for an example:

Question: Have you ever worked on a team before?
This is another reason why the STAR method is so powerful. The above question is a terrible closed question.
You could answer “yes” or “yes” on three separate occasions” and move quickly onto the next question.
But teamwork is an important skill, and you must not miss this chance to shine.
A lot of folks would give the easy answer here, you have a great chance to impress, and basically do all the interviewers work for them.

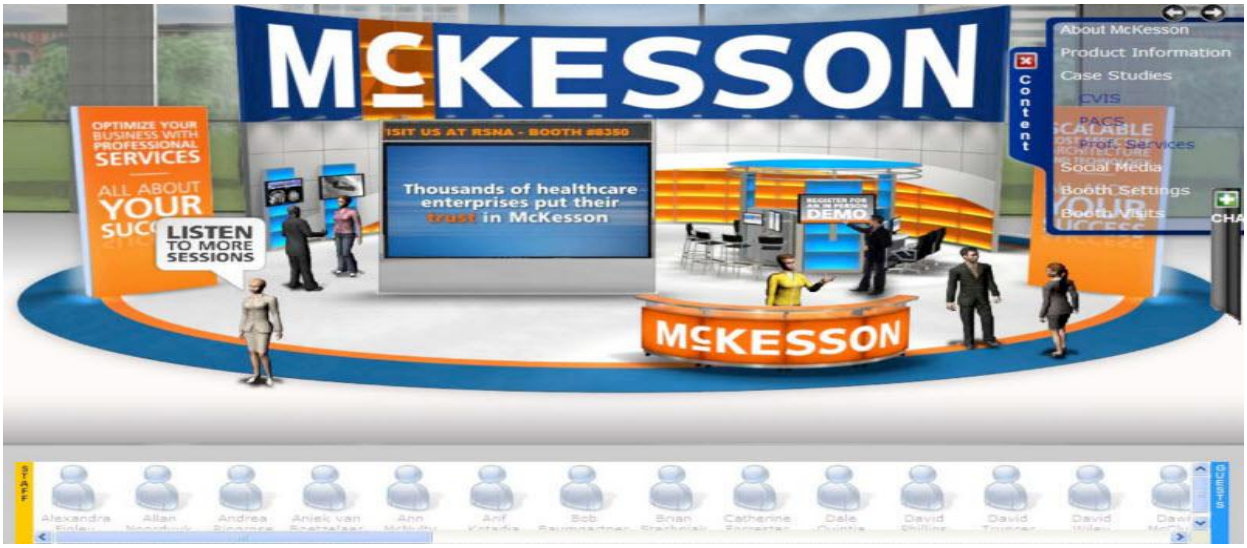
Let’s build a STAR method story answer:

(Situation) “Yes; a relevant example being at my last company, where I was initially a cashier, in a team of 6 cashiers in a very fast pace and high volume big box store where we would need to work together to quickly process up to several hundred customers per hour.”
(Task) “The ability to work together and to make sure our customers didn’t need to wait in line was critical as the longer people have to wait the angrier they get. The company had set a performance standard for service and they had a lot riding

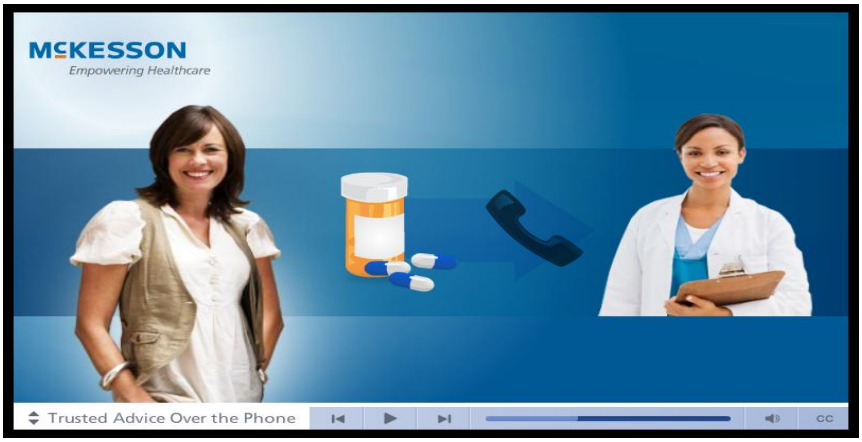
on our ability to work fast while trying to maintain a friendly and personalized customer service. However the cashiering lines were behind schedule, when our lead cashier unfortunately had to leave."
(Action) "I had been on sports teams at school, where I loved the challenge and responsibility of teamwork. So I volunteered to stand in, and by using my technical analysis skills, spotted a few small mistakes that were causing sporadic time delays cause by the lack of monitoring the store's traffic flow, and slowing us down. I then negotiated with our store manager a small bonus incentive for the team, and budget for pizza evening if we exceeded the company's standards.
(Result) "Though this took us 1.5% over the yearly budget the team took fewer days off and we were able to come together to deliver quality customer service on time with a better than target complaint tolerance. The cashier team was seen as a great success as the additional project cost was minimal compared to the costs of not processing our customers in a timely manner and the negative affect on our product branding. The team where delighted with the extra bonus and I have now been officially promoted to team leader as a result."

You need to practice your answers out loud, to ensure its continuity and that you don't go over 2 minutes.

The example above not only answers the teamwork question asked, but also conveys that you have other skills and behaviors any interviewer would be interested in. Answering tough interview questions like this will work wonders, but answering poorly worded questions will really set you apart.



http://www.mckesson.com/careers/careers/



A GREAT PLACE TO BUILD A CAREER FUTURE…

Find everything you need to search and apply for McKesson healthcare careers.

http://www.mckesson.com/careers/careers/

Every single McKesson employee contributes to our mission—whatever your title, whatever your role, you act as a catalyst in a chain of events that helps millions of people all over the globe. By connecting and improving the business of healthcare, we're helping to ensure that millions of patients get the treatment they need. And by choosing a career with McKesson, you're part of a team of passionate people working together to improve lives and advance healthcare.

McKesson Jobs @McKessonjobs

Follow this site for McKesson job announcements and updates. #HITjobs #salesjobs #ITjobs #jobs (monitored by @CindyMcgregor2)
https://twitter.com/McKessonjobs
https://twitter.com/hashtag/HITjobs?src=hash
http://t.co/bAld3s2w4X
http://www.mckesson.com/about-mckesson/corporate-citizenship/veterans/jobs/

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NOTE: Qualified applicants will not be disqualified from consideration for employment based upon criminal history.

http://www.mckesson.com/careers/find-a-job/

SEEK OUT A NEW CAREER HERE:

http://www.mckesson.com/careers/find-a-job/

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MCKESSON TAKES YOU TO APPLICATION SCHOOL

Searching for a job

You can search for current health care job opportunities at McKesson through either a Quick or Advanced Search. Select your search criteria, then click Search. Fewer criteria return more results. Please select at least one criterion - if you leave all sections blank, the search will take longer and only return the first 300 results within our database.

Do I use Quick Search or Advanced Search?

If you want to search by keyword, McKesson business unit and/or state, use the Quick Search. If you want to include more search criteria, such as job category or city, use the Advanced Search.

Search tips

When you submit a search, the search engine looks for exact matches for all the fields you have selected. For example, if you selected "Medical" and "Nursing" in the job category field and "McKesson Automation" in the business unit field, the search will return exact matches for all Medical and Nursing positions within McKesson Automation.

Know what type of job you want?

Search by Job Categories

You may have a breadth of experience and knowledge in a specific job category. For example, if you want to tailor your search so that only jobs in Accounting are returned, simply check the box next to Accounting and click Search.

Know the McKesson business unit?

Search by business unit

If you are only interested in searching a specific business unit, select that business unit and click Search. Click here to learn more about our business units.

Looking for work in a specific place?

Search by Location

To narrow your search results to a specific location, make a selection in the State field and click Search. You may further refine your state search by entering a city and clicking Search. Note that you can only select the city in the Advanced Search. There are positions that can be filled anywhere or positions that allow you to work from your home. These situations are generally identified with a statement in the job description. In these postings, the city and state would be blank.

Searching for a specific skill, posting title, or reference number?

Search by keyword

If you are looking for a job posting containing a specific skill, such as Java experience, enter it in the Keyword field and click Search. All postings containing that text will be returned.
If you know a specific posting title, enter it in the Keyword field and click on the Search button. Any open postings with that title will be returned.
If you know the 6-digit reference number of a specific position, enter the number in the Keyword field and click Search. Please do not enter any values for any of the other sections when performing a search by reference number. Only that posting will be returned.

Looking for a specific type of employment?

Search by other criteria

If you are looking for a specific employment type, such as temporary employment, part-time employment or a specific shift, select these criteria, then click Search.

Viewing your job search results

View the details of any job listing by clicking the posting title. The list of your search results is initially sorted by posting date. If you want to sort them by a different field, such as the business unit or city, click on the header of the list.

Applying for a job

You can apply for a job in several ways:

- Click on the posting title to review the job, then click Apply Now.
- Click on the posting title to review the job, then click Add Job to Basket and go to the Job Basket
- Select one or more jobs by checking the box next to the job in the search results listing, then click Apply for Jobs in Basket
- After selecting jobs for the Job Basket by checking their boxes, click Go to Job Basket, review the jobs in the Job Basket, and then click Apply for Jobs in Basket
- If you don't see a position of interest but would still like to submit your resume for consideration for future openings, click the Create/Update Resume link.
- Working with your job basket
- To view the details for jobs in your job basket, click the corresponding posting title.
- Click Remove to delete jobs from your job basket.

To apply for all the jobs listed, click Apply for Jobs in Basket

Submitting Your Resume

Resumes can be submitted either by clicking Create/ Update Resume or via application to specific job(s). In each case the information submitted is placed in the McKesson resume database for review by the McKesson Talent Acquisition team. Resumes submitted to specific jobs are additionally reviewed by the individual recruiter responsible for filling the job.

Step 1: Your Online Resume

If you have a resume file already created in any format (MS Word, PDF, etc.), select Attach Resume File and click Next.
If you do not have a resume file, select I am not providing a resume and click Next. Please note that this option will help you create a resume within our database.

Attaching a resume file:

Browse for the file on your desktop, then click Submit Resume.
Verify all fields are brought over from your resume correctly. Edit any fields as needed, then click Confirm. You will then proceed to Step 5: How did you find out about us?

If you are not attaching a resume file:

Enter text describing your skills, knowledge and experience. You can also copy and paste text from other documents, such as current job descriptions. You may spell-check your text using the checkbox to the right of the text box. Click Next.

Step 2: Contact Details

Complete all fields as applicable. Fields that must be completed are indicated with an asterisk (*). Click Next.

Step 3: Current and Prior Employment

Complete all fields as applicable. Click Add to create a new employment entry. Fields that must be completed are indicated with an asterisk (*). Click Next.

Step 4: Education

Complete all fields as applicable. Click Add to create a new education entry. Fields that must be completed are indicated with an asterisk (*). Click Next.

Step 5: How did you find out about us?

Complete all fields as applicable, then click Next.

Step 6: Submit Resume

Click Submit to submit your resume. You will receive an email notification that your resume and/or application has been received.

Updating Your Resume

If your resume changes, you can update it by clicking Create/Update Resume. There you can see the resume you submitted, as well as the number of jobs you applied for. Click on the number to view each job. If you submitted multiple resumes and want to review them, click View Resume History.
To update your resume, click Update Resume, then select New Resume. The new resume will only be applicable to jobs applied for from today onward. Jobs applied for prior to today will continue to use the information you supplied at that time. This is because recruitment decisions may have already been made based on the original information.

Viewing the Status of Your Application

On the Applicant Home Page, it is easy to view the status of your job application(s) at any time. Just sign into your account and click View Application Status to see a listing of the jobs you applied for and the status of your application.

Creating a Job Search Agent

A Job Search Agent is a tool that remembers the search criteria you select when submitting a job search. The agent can conduct job searches for you daily, and can send you email alerts when jobs fitting your search criteria become available.

To receive email alerts, click the Job Search Agent link and follow the on-screen instructions.

The saved Job Search Agent email will:

Be sent to you no more than once each day

Summarize matching jobs

Include links to let you easily re-enter the McKesson Career Web site to view more detailed information

To change the criteria used by the Job Search Agent, click Job Search Agent, modify your criteria as needed, then click Save.

Viewing Job Agent Results

You can view the results your Job Search Agent has returned and apply for those positions of interest to you. After signing into your account, just click View Job Agent Results on the Applicant Home Page to get a listing of matching jobs that you can review and apply for.

Creating an account

To create an account, complete the required fields, then click Sign On.

If you don't have an e-mail address, click I don't have e-mail for instructions on how to set up a free e-mail account. Your e-mail address will be used for all communications from McKesson.com.

If you forget your password, click I forgot my password and your password will be e-mailed to you.

Signing into your account

Once you have registered, you can return to your account at any time. Just enter your user name and password. Your user name is the e-mail address you provided when your profile was created. This allows you to update your resume and contact information, review the status of your application, create and update your job search agent, provide self-identification, and change your password.

If you have forgotten your password, you can have it e-mailed to you by following the instructions on the screen.

Updating your contact information

You can change your email address, name, and phone number used to contact you. Just sign into your account, then click the Update Contact Information link and enter information in the

fields provided. Please note that if you change your email address, you will need to use this new email address to sign into your account in the future.

Changing your password

You can change your password at any time. Just sign into your account, then click Change your password and fill out the information in the fields provided.

Providing Self Identification

McKesson Corporation is an equal opportunity/affirmative action employer in all of its employment and personnel actions. We encourage people of all ethnic backgrounds to pursue opportunities with our company.
http://www.mckesson.com/blog/featured-blogs/

GOOD READING TO UNDER STAND THE GLOBAL REACH OF THE COMPANY AND WHAT THEY BELIEVE IS IMPORTANT.
http://www.hfma.org/Content.aspx?id=22050
A 3-Pillar Approach to Integrated Population Health Management
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IMPORTANT TO WATCH TO FIND OUT IF YOU ARE A FIT WITH THE COMPANY…
http://www.mckesson.com/about-mckesson/who-we-are/

As the oldest and largest health care services company in the nation, McKesson plays an integral role in health care and has a unique vision for its future. We serve more than 50% of American hospitals, 20% of physicians and 100% of health plans, and as the largest pharmaceutical distributor in North America, we deliver one-third of all medications used there every day.
Our software, distribution and business services play an essential role in addressing the challenges health care organizations face today — and shaping how they'll overcome them tomorrow. We connect people and organizations, support the quest for higher quality and improved clinical outcomes, and help health care businesses run better. And that supports better patient health.

Home/About McKesson/Who We Are/Key Facts Key Facts

http://www.mckesson.com/about-mckesson/key-facts/

Home/About McKesson/Our Company/Executive Officers

http://www.mckesson.com/about-mckesson/our-company/executive-officers/

John H. Hammergren - Chairman, President and Chief Executive Officer, McKesson Corporation

http://www.mckesson.com/about-mckesson/our-company/executive-officers/john-h-hammergren/

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TIPSTER: If you know this stuff you are GOLDEN!

- When they ask what you know about the company, you will blow them away with:
- How serious you are about working for them
- That you are dedicated, have the ability to keep on task (subject)
- That you are demonstrating good research skill(s)
- You have the ability to organize your thoughts and have good presentation skills
- That you would be an asset in an environment that requires research, time on task, an ability to gather and present information and dedicated to following up...GET IT?

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Product List: Offerings A-Z

http://www.mckesson.com/product-listing/

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FOR THE UBER GRADUATE LEVEL APPLICATION SEEKER OR SALES REP INTERVIEW PREP:

Multimedia Library and Press Kits

http://www.mckesson.com/about-mckesson/newsroom/multimedia-library-and-press-kits/

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TIPSTER: For more advance and/or sales rep position with this company (if you are experienced and session in a healthcare related industry) you want to ignore the above directions (with the exception of doing your homework – which is even more critical to getting offered a position) and avoid the HR Office Processing of an application. You need to do some subversive networking (as easy as a few calls) to see who their corporate recruiter is and if it is in-house or third party. It is then your career mission to set up a meeting with that person (firm) to start you lobbying to have them accept your application. This is a free service as the recruiter (if third party) is paid very well to locate and groom turnkey solutions for the company's opening.

WARNING!!!!

Do **NOT** pay anything for this service but put your hand on your wallet/purse and run because they are crooks or double-dippers. The key is never pay for a free service no matter how slick their presentation is!

I have seen unknowing applicants pay up to $10,000 (or more) and end up with a marginally better resume, a class in dress for success, an elevator speech and no job due to the fact that the crooks had no direct access to the hiring food chain.

The key here is that you believe you are paying for access to people who can hire you. Here is the test before you pay any amount of your limited funds.

If they can have me having lunch or playing golf this week with Mr. Hammergren (remember him?) then they are worth their fee. If they can't do this then turn away and do what they were going to do with your new killer resume, send it out to 100 companies with an attention to the HR Director (which is totally worthless but why pay for it?).

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USED JOB SHACK – THE MCKESSON WAY…

Payment Representative II Interview

Application Details: I applied online. The process took a day

Interview Details: Applied online, received a call within a day or two.

Interview Questions: None, very easy questions

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Customer Support Analyst Interview

Application Details: **I applied through a recruiter**. The process took 3 days
Interview Details:
1 - Apply
2 - Phone Interview
3 - In-Person Interview 1
4 - In-Person Interview 2
Interview Questions: They focus on tech and customer relations questions.
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Patient Services Representative Interview

Application Details: I applied through other source
Interview Details: Contacted for a telephone.
Interview Questions: What can I do for McKesson?
==========

Administrative Assistant Interview

Application Details: I applied online. The process took a day
Interview Details: I was screened by a recruiter who explained that she was just the first step and if I "passed" her screening then my resume would be forwarded to the local office for review. The interview included all of the typical questions. When the interview was finished, the recruiter replied, "Well, you obviously made it to the next round." But then shortly after she offered, "If you do not hear anything in the next week, just forget about the job."
Interview Questions: None of the questions were difficult however, the recruiter typed significantly more than I actually spoke, which made me conscious of not only what I was saying but my tone and speed of speaking. I could not guess what else she was typing, unless she was a bad typist and needed to go back to fix mistakes. It was intimidating to listen to her type long after I was done answering a question.
==========

Sales Representative Interview

Application Details: **I applied through an employee referral**. The process took 2+ months
Interview Details: Very lengthy. Four separate interviews. One with HR which is just general interview questions. Strengths and weaknesses type deal. Then ride

along with a sales rep to make sure you want to do their job, pretty straight forward. no hard questions. Then with a Sales leader who would be your immediate supervisor which asks you to prove yourself and asks very detail oriented and situational questions. Finally with the Regional VP of sales, a little more relaxed but still along the same line of questioning that might be why it was more relaxed....already had time to think about most of the questions.
Interview Questions: How would you sell "this" to me if this was your nth attempt and I never give you my attention?
Negotiation Details: Offer was much more than I know most were offered so i jumped on it.
==========

Technical Support Specialist Interview

Application Details: I applied online
Interview Details: I had a phone interview with a recruiter. They asked about, how you heard about the job, some basic background about yourself, and then briefly go through your resume. The conversation lasted about 30 minute. There were no major technical questions; they were pretty easy to answer. When the interview ended, they say they will have the hiring manager contact you.
Interview Questions: I didn't like to answer questions regarding salaries
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Solutions Consultant Interview

Application Details: I applied online. The process took 4 weeks
Interview Details: It’s usually a 5 step process. 4 phone calls and then a face to face. Questions were just scenarios of how you would handle tough situations. Also, how would you see yourself performing the job you have applied for.
Interview Questions: Where do you see yourself in 5 years?
==========

Pharmacy Assistant Interview

Application Details: I applied through a staffing agency. Process took 3+ months
Interview Details: Was working for a temp agency, this was one of my assignments. McKesson does this for the majority of the jobs in my area and relies on the temp agency to screen applicants. Saves McK effort to screen and interview applicants by using agency…
==========

Customer Service Interview

Application Details: I applied through a recruiter. The process took 2 weeks
Interview Details: I was brought in by a recruiter. I basically walked in answers two or three questions and I was offered the job on the stop. It seemed too good to be true.
Interview Questions: All were basic questions.
==========

Communications/Marketing Interview

Application Details: I applied online. The process took 2 weeks
Interview Details: I applied online, as you must with practically all positions now. There were no first- or second-tier, word-of-mouth leads that got me in the pipeline for an interview. I was initially interviewed by phone by a member of the HR department; it was a very standard battery of very legalistic, procedural questions. That took about 10 minutes and was over. I was told that if they were still interested, I'd hear from "someone soon." The following week, I was contacted by someone else in HR and a phoner was scheduled. It lasted about 45 minutes and was very detailed, though it was clear that she was reading from a prepared list of questions and had not really taken the time to understand my career history as spelled out on my resume. Once that was over, she said she'd forward my information to the hiring manager in the department and see if they still wished to proceed. That same day, I was sent an e-mail saying they wanted me to travel to the office (which is in a city other than where I live) and that McKesson would pick up the tab. As I was making arrangements to be away, I got an e-mail the next day saying that they had changed their mind and would be hiring someone else.
Interview Questions: Basic questions - none too difficult
==========

Sales Trainee Interview

Application Details: **I applied through a recruiter**. The process took a week
Interview Details: Current internal resource so I applied on the website for an open position. I got a call back a few days later from a McKesson recruiter, she setup an interview with the regional sales mgr. Had 4 days to prepare. The interview consisted of a lot of talk about large territory quotas, position expectations and duties. I did well, rocked it, was very prepared but got a call back from the recruiter about 48 hrs. after the interview that they were going with

other candidates who were "more qualified." Right, I saw the same position got re-posted a week later...
Interview Questions: How do you obtain your current goals/quotas? What qualities make a good sales person?
==========

Operations Supervisor Interview

Application Details: **I applied through a recruiter**
Interview Details: McKesson Pharmaceutical business unit: Consisted of a brief phone interview from McKesson recruiter (week 1) and paperwork; work history, EEOC, etc. (week 1). Recruiter emailed me the details for the interview. Interview was scheduled for only 1 hour, and it was a panel with 4 managers / directors. Interview day comes, and the interview starts 20 minutes later than scheduled (left me waiting in the lobby), not a good sign. 2 out of the four interviewers were present (not the 4 that were scheduled, another bad sign). Basic behavior analysis questions. I was told they were motivated to hire and that they would let me know either way in 1-2 weeks on their decision. I followed up by email, but no response. I feel I was used as an interviewing quota, and that they already had an internal candidate they were interested in.
Interview Questions: Basic behavioral analysis questions like "Describe a time when....."
==========

Analyst Interview

Application Details: **I applied through a recruiter**. The process took 5 weeks
Interview Details: Submitted application via LinkedIn and was contacted by a recruiter within 3 business days. Set up a screening interview with talent acquisition (about 30 minutes of discussion about my experience, the position and the company). About a week later, she set up an interview with the hiring manager. The hiring manager took a 30 minute interview with me (screening) and then at the end of the interview informed me that HR would contact me later in the week. About a week and a half passed before I saw that the job had closed on the original posting, so I followed up with my recruiter on the status of the application. She got back in touch within a business day that they would be moving me to another interview with the team/group director, which was set up within a few days.

I completed the interview with the director who then informed me at the end of the interview that there would be an on-site with approximately 5-6 rounds of interviews. They set up my itinerary within about a week to week and a half. Flight, hotel and transportation were all very considerately handled. About a day before the interview, the agenda of the interview changed to include a skills test and lunch with hiring manager and director in addition to the interviews with various representatives of other teams. I completed the on-site in about half a business day (4-5 hours) and left for the airport after lunch. The following day, I received a call from HR about an offer and accepted.
Interview Questions: Describe a type of person that you don't get along with.
Negotiation Details: There was not a lot that I thought needed to be negotiated. Competitive salary and benefits, flexible start date and great opportunity for my career.
==========

THE BOTTOMLINE(S):

From this posting of people actually hired, there are a couple trends. More than half tracked down the recruit like we suggested (earlier in this conversation) and it was marginally better process. The other trend is that this is not an immediate hire situation but there are many factors (which we don't have access to) such as how well they did their application (did they know Rule #4 and how to beat the computer gate keeper?) and if they did any follow-up or just waited by the phone (by the pool?).
==========

GETTING PASS THE GATEKEEPERS!

With most midrange or larger company, the gatekeeper is not a real person but a computer. This gatekeeper will scan and convert what you wrote into a number score from zero to one-hundred (or more). It does not do this by analyzing what you said because it is incapable of doing that. I can tell the computer that I have 15 years of retail experience but, the computer will not know what I just said.
The computer does not understand what all that 15 years of experience means as it is not programmed to do that.
The computer is programmed to identify key words or phrases and every time it finds one, then that is one point.

If you understand this, then you know it is very simple math to beat this gatekeeper. The closer you are to one hundred (or more) then the closer you are to getting selected to be interviewed by a real person. Get it?

The trick here is to pad your resume and/or application with as many key words or phrases that you can.

If you do this, then you are selected by the gatekeeper as a qualified candidate.

The higher your score the higher you are on the list – the higher you are on the list and the quicker you will get interviewed.

We had one young lady who had applied to the same company (different locations/positions) 14 times.

She never received a call or a notice and she was depressed. We looked at her application and saw quickly why she had never been called.

On each of her applications, she was getting a score 4-6 points. If one hundred points is needed to get selected then you can see why they never called her.

We conned her into trying one more time but, to use our system. She took it to heart and went to town with the concept(s) and her new application had 450 points.

Within minutes of submitting this new application, she starting getting calls from every store location within the region. You know why?

She has learned how the system works and by doing that she was able to beat the system. Beat the system and you get selected for the interview.

This is quite simple to do if you can find that many key words or phrases. That can be a challenge as many times the employer's job description is totally worthless to you. There are not enough details or words to add up to one hundred.

This is where we will introduce you into the best investment the government every made of your tax dollars. They spent a billion dollars to write a complex, detail, six-page job description for almost every job in American.

This system is ONET ONLINE and it will be your career search BFF.
Each job is broken down based on skills, abilities and a vast collection of key words or phrases for you to pad your application with. The system is neat in that it gives you a complete picture of what you did in that job which includes many connections to skills you didn't know that you had.

O*NET OnLine

http://www.onetonline.org/

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https://youtu.be/tSxDwCMDnK8

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New 4 A's to Acing the Group Interview

https://youtu.be/rO-q53-4WgA

I followed these tips for my group interview on the Wednesday that pass and I got the job and not only I got hired that day, I also got another job interview on that same day.

THANKS SO MUCH!!!

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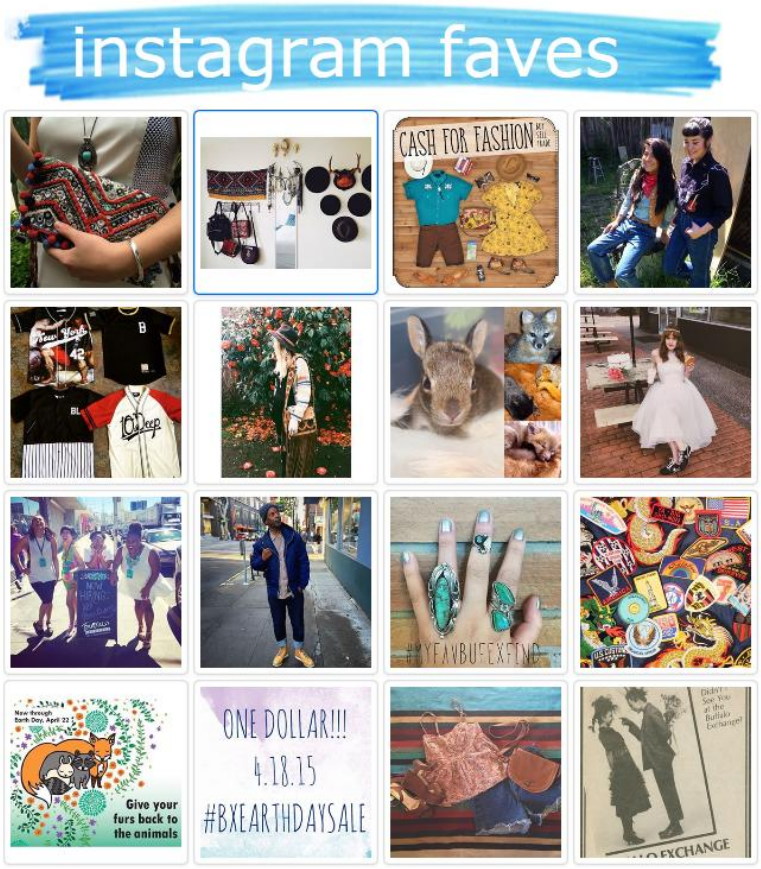


We have fun and work hard. Employees share what they love about working for Buffalo Exchange. Apply today in-store or online at www.buffaloexchange.com/careers

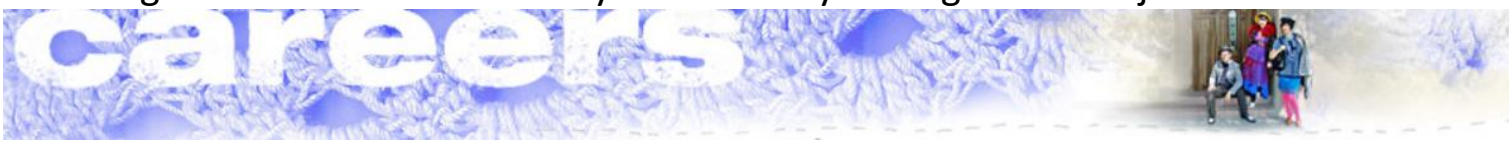
Join Buffalo Exchange, a values-based, growing organization practicing open-book management and business literacy training. A love of fashion and clothing is essential. Compensation is competitive and based on experience and credentials. Benefits include: health, dental, and vision insurance for employees working 20 hours or more per week; paid time off for part-time and full-time employees; profit-based bonuses; merchandise discount; a 401(k) retirement plan; career advancement; and extensive training.

ENTRY-LEVEL BUYERS - PHOENIX METRO

Love fashion? Why not apply today! Your local Buffalo Exchange is always accepting applications for entry-level Buyer positions.
Looking for cheerful, dependable, and energetic quick learners with knowledge of fabrics, styles, current retail trends and eras.

Challenging, fun, fast-paced retail environment.

As an employee, you'll receive on-the-job training in recycling fashion. No prior experience necessary. Part-time employees must be able to work 3 days a week, including at least one weekend day. This is not your regular retail job!



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BUFFALO EXCHANGE

227 W. University Dr. Tempe, AZ 85281

PT-FT OPENINGS AT EACH STORE VENUE

==========

NOTE: ENTRY LEVEL MEANS

"I have not worked…"

BUT DOESN'T MEAN

"I know nothing about fashion…"

As an employee, you'll receive on-the-job training in recycling fashion. No prior experience necessary. Part-time employees must be able to work 3 days a week, including at least one weekend day.

This is not your regular retail job!

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WHAT IT LIKE TO WORK HERE:

Skills to last a life time

I worked at Buffalo Exchange full-time (More than 3 years). Versatile and intuitive training programs, both in design and execution. The training programs are tested and proven and carefully monitored by store management who receive their cues from truly gifted and dedicated corporate officers. Shine on you crazy diamond. I will never forget the skills and relationships i garnered working for this company.

The lessons I learned while employed stay with me and I have found them most valuable every day since my departure.

Amazing experience working here I wouldn't take back the experience for anything

Management that cares about you, benefits, PTO, great pay for retail. Sometimes they can be too strict about register policies and being late by 5 or 10 minutes.

Great company for people who love fashion and customer service - You get first dibs on clothing.

Buffalo Exchange was not like any other job I have ever had for both good and bad reasons. If management likes you (which as long as you're a hard worker and friendly, they will), you will be given many opportunities. If you have a true passion for fashion and customer service you can move up very quickly in this company. Management is happy to give those who have earned it more opportunities for responsibility. They have an annual event where they send one FT employee from each store to Arizona (all expenses paid with compensation!) to train and have a great time.

This company truly cares about their customers. There is an exception to every rule, and every employee is expected to give their customers a great experience. Which in turn makes almost every angry customer experience resolve easily. And if a customer is unruly or harassing, management has no problem sticking up for their employees and banning said unruly customer.

Employees are treated with holiday parties, contests between other BE stores, spot rewards (like candy or gift cards), one year anniversaries and so on.

Extremely Rewarding

I have been working at Buffalo Exchange full-time (**More than 10 years**). I have held many positions within Buffalo Exchange and each one of them challenged me in different ways. The store positions were the toughest jobs I'd ever had, but I learned a ton about business in general and a lot about myself.

The challenges that you face at Buffalo Exchange help you grow and become a more confident person. Buffalo Exchange has been an extremely rewarding place to work.

If you are not capable of taking responsibility for your actions or willing to grow as a person then Buffalo Exchange might not be the right fit for you.

HOW I GOT MY JOB @ BUFFALO EXCHANGE…

Buyer Interview - I applied online. The process took 5 days

Interview

Three step interview process. The first interview was with the manager, and one of the assistant managers. I went through a bag of clothes and had to decide whether I would "pass" or "buy" on the items in the bag. I was also asked a series of customer service related questions. At the end of the interview, I took a personality quiz. The second interview was a few days later, and it was with the other assistant manager. This time, I was given ten minutes to go through the Dress section and find 3 dresses that would sell quickly, and 3 dresses to sell slowly. During this interview, I was asked questions that were fashion related. We also went over the results of my personality quiz. At the end of the day, I was contacted for a third interview which was decribed as a Job Overview, and the last step of the hiring process.

Interview Questions

- Tell us about a time that you turned a negative into a positive**.**

Buyer/Sales Interview - I applied in-person. The process took 1+ week

Interview: I was called for a first interview where they asked pretty mundane/corporate questions. They had a buy simulation set up--gave me a bag of clothes and asked me what and why I would or wouldn't buy from it. That took about an hour. They asked for a second interview--that entailed them pointing me to a specific rack and asking me to pick out 3

items that would sell quickly and 3 that I thought would sell slowly. Then they had another round of interview questions that were more fashion related. Last, they gave a personality test.
Two sheets with the same personality adjectives on them: on one you checked the adjectives that describe how you feel other people expect you to behave, and the second sheet you check how you believe you actually behave. They told me this would be sent to corporate and put into an algorithm. This interview took over an hour. Said they would call "early next week" for a third interview. I received a letter in the mail over a week later thanking me for my time.
Note: This person said upfront that they were not into fashion and this is a big downfall to getting hired. You need to read the fashion magazines, even better if you know your designers and labels…In retail, apply to stores that handle what you like…what you love…and if you do, it becomes less a chore and more of "They actually pay me to work here!"

TIPSTER:

DON'T GET SCARED!!! HERE WERE THE QUESTIONS THAT THIS PERSON WAS ASKED:

- Tell me about a time where you experienced conflict with a coworker, and how you resolved it.
- Tell me about a time where you witnessed someone doing something that violated company policy, and how did you react?
- How do you describe your personal style?
- Name three fashion trends that were popular last year, and what those three trends will look like this year.
- What fashion publications do you frequently look at? Magazines? Blogs? Instagram?

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HOW TO ACE A JOB INTERVIEW ON THE PHONE

With hundreds if not thousands of applicants often vying for a single job these days, recruiters and hiring managers are increasingly doing their initial job interviews on the telephone.

Though the practice may soon shift to video conferencing or Skype, recruiters and coaches say that at this point, the phone is still the most common way for a first interview to take place.

They estimate that more than half of first screens take place on the phone.

The biggest drawback for job seekers is that interviewers feel less of a sense of obligation if they haven't met candidates in person. Hiring managers frequently don't bother to let applicants know they've been dropped from consideration.

But for candidates, there can be pluses to phone interviews. On the phone, interviewers focus on the substance of applicants' answers, as opposed to distractions related to appearance.

Applicants can also refer to preparation materials and checklists, and they can take notes, which can be useful when it's time to check back in.

With diligent follow-up, job seekers can swing phone interviews in their favor, sometimes more so than meetings in person. Here are some tips:

1. Prepare as though it's an in-person interview.

Despite the fact that phone interviews are commonplace nowadays, some applicants fail to treat them as an essential part of the search process. Devote as much time to prepping for a phone meeting as you would for an initial meeting in person. Los Angeles executive and career coach David Couper recommends having a written list of 5-10 stories about yourself that illustrate your accomplishments. "If you say you managed a department with five people, you need to have a story about that," advises Couper, who used to work in human resources at now-defunct consulting giant Arthur Andersen. "You can say, there was one person working for me, and I put forth a proposal for more staff, which was granted and we increased sales by X amount." The stories should have a beginning, middle and end, says Couper.

2. If the call comes out of the blue, say you're in the middle of something and set a time to talk.

If you get a call without a warning in advance, say you're delighted to talk to the interviewer, but could you speak later, and suggest a time. Even if it's just 15 minutes later, you need to gather your résumé, your notes and your thoughts.

3. Make sure you're in a quiet place with a good connection where you won't be interrupted.

Use a land line if possible. If you're talking on a cell phone, let the interviewer know and apologize in advance for any service interruption. Make sure children, pets and other possible interruptions are out of the room. Get yourself a glass of water.

4. Ask how much time the interviewer has to talk.

This will help you pace yourself and cover the ground you're planning in the interview.

5. Stand up and smile.

Standing knocks your energy level up a notch. When you smile, it affects your tone of voice and can make a more favorable impression. Some people find it useful to dress nicely, to put them in a professional state of mind. Imagine standing, dressed in a suit, as opposed to slouching over your desk wearing pajamas.

6. Early in the conversation, ask the interviewer what she's looking for.

Say something like, "I've read the position description, but I'd love to hear in your words what you're looking for in this role." Though most phone interviewers have a list of questions they want to ask, they won't be put off by this question.

7. Don't over-talk.

When you're on the phone, it's impossible to read the nonverbal cues that interviewers send in person, like averting their gaze or adjusting their posture as though they want to speak. Watch the clock and don't talk for more than one minute at a stretch. Then pause and ask whether more detail would be useful.

8. Listen closely.

Take notes of the questions the interviewer is asking. This can help you write a great thank-you note after you're done.

9. Ask about the next step in the process.

Before signing off, say that you're excited about the opportunity and ask what the next step in the process will be.

10. Follow up.

Treat the follow-up for a phone interview the same way you would an in-person interview. Email a thank-you note that refers to details in the interview. Include several concrete, specific ways you would contribute to the company if you got the job.

Roy Cohen, a New York career coach who used to handle outplacement for Goldman Sachs and is the author of The Wall Street Professional's Survival Guide, says that if you don't get a response to your email, you should leave more than one phone message.

You can say," I want to make sure there wasn't any information you need from me to move forward." If it's your second or third message, try, "I want to make sure everything is OK." "I like to refer to this as the Jewish guilt approach," says Cohen. Either you're out of the running, in which case you have nothing to lose, or the interviewer has been busy and distracted, and will appreciate the reminder.

THE BEST 49 CENTS YOU EVER SPENT ON YOUR JOB SEARCH!

We have always taught you to do your homework (research) to know who the company is, what they do and what makes them special. The employer knows what makes them special and will be impressed that you took the time to learn this too.

Here is a refinement to the process that I saw in action the other day and it just blew the employer (interviewer) away.

The applicant pulled out a forty-nine cent notepad and flipped through a couple of pages to find the information and then reviewed it with the employer "I see that you won the City Phoenix Award for best new company…"

The employer just looked at that applicant (which initially created a panic attack of the job seeker) and then told that applicant that he had never been more impressed as many people come in knowing the basic his company but, no one had every cared enough to write down.

The applicant had the job at that point and the rest of the interview became a conversation rather than a drill.

Where else can you take forty-nine cents and turn it into a job? Don't believe us, and then turn the page and see what an expert says about it.

How to Ace Your Job Interview

Susan Adams
Forbes Staff

Do not curb your enthusiasm. Win Sheffield, 59, a coach for the last 10 years with the career counseling firm The Five O'clock Club, says a lot of job seekers forget that one of the most crucial parts of interviewing is convincing the hiring manager that you truly desire the job. Interviewers don't just look for applicants who have the requisite skills and will fit in with a company. Now more than ever, they want candidates who want them.

Sheffield is absolutely right, says Cynthia Bragdon, owner of Urban Indigo, a gift store in Oakland, Calif. "I don't know why some candidates miss this," she adds. "Maybe because they think it seems desperate." She says the most eager applicants quickly make her "A" list. "If they seem aloof, I get very worried, because any job requires a full commitment," she explains. "And if they are aloof in an interview, they will probably be aloof to my customer, which is a very bad thing."

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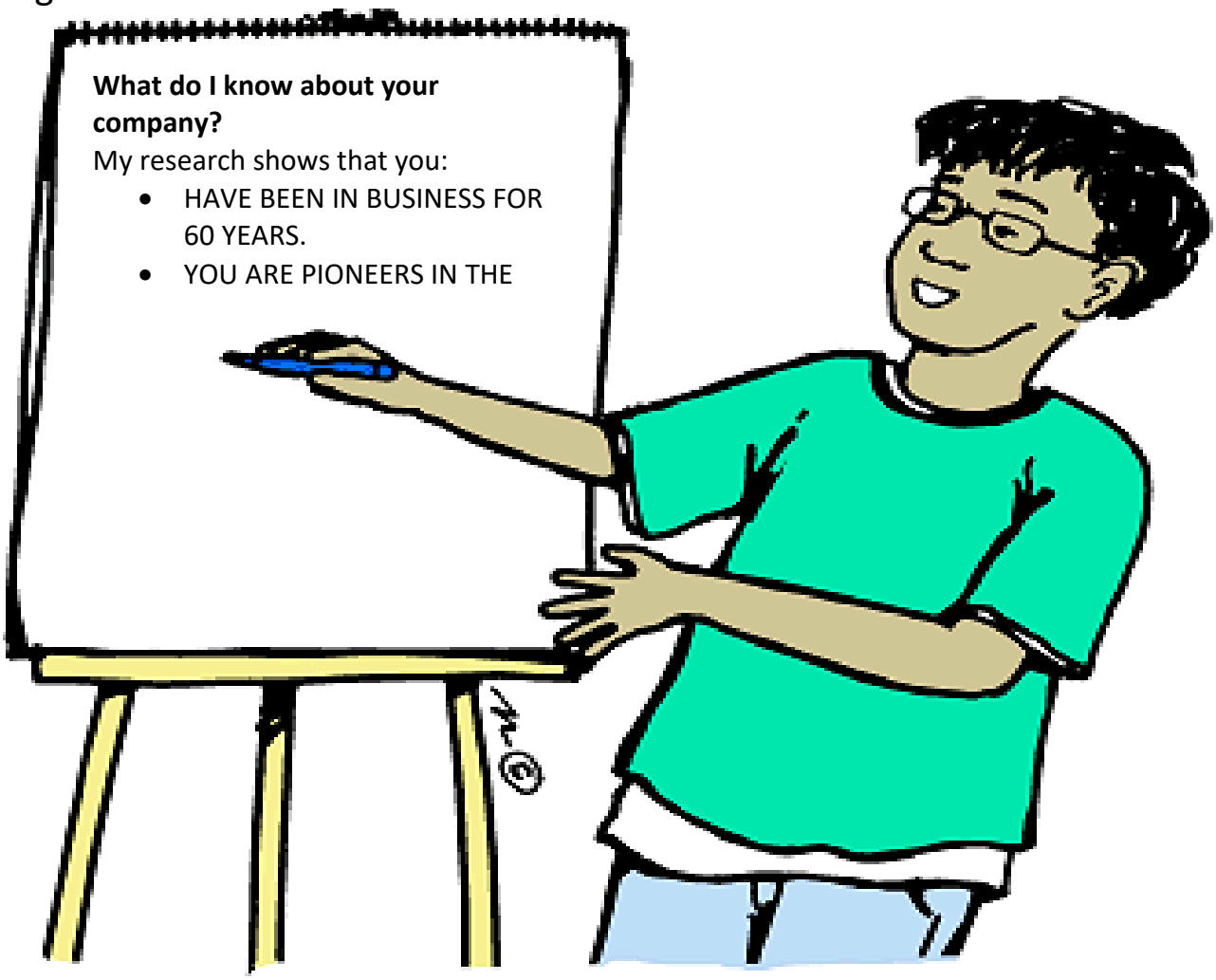
"If they ask me what the store hours are in the interview, that shows me they don't give a rip about getting the job," she says. "Or they're just plain stupid–and intelligence is a big, big factor for me."

==========

You can convey your enthusiasm in many ways, coaches say. Sheffield suggests that you prepare an arsenal of stories illustrating your skills, strengths and accomplishments. Rather than bragging in a general way about your abilities, describe specific experiences that show you putting those skills to use. You can speak animatedly about the pleasure and pride you took in overcoming obstacles. One advantage of storytelling over plain boasting, Sheffield says: "It's the interviewer who draws the conclusion."

In addition to offering stories that illustrate your strengths, use a direct approach and tell the interviewer how thrilled you'd be to work for her and for her organization in particular. Describe other offers or discussions you've got going, and let the interviewer know she is your first choice.

Most applicants understand that they should do their homework, learning as much as they can about a company and a job, before going in for an interview. But Bragdon says candidates who haven't done basic research still show up. "If they ask me what the store hours are in the interview, that shows me they don't give a rip about getting the job," she says. "Or they're just plain stupid–and intelligence is a big, big factor for me."



Ahead of time, take a notebook, jot down a few points to help you remember your best stories and note three questions to ask about the specific job and the company. Then, when the interview starts, ask permission to take notes. Use your notebook as a cheat sheet.

Before the interview winds up, ask where you stand compared with the ideal candidate. Then ask how you compare with other applicants. These questions emphasize how much you want the job and help you take action after the interview.

Write a follow-up note that addresses any ways you were told you might not fit the ideal mold. Robert Hellmann, 51, like Sheffield a coach with The Five O'clock Club, says a client of his turned a no into a yes through diligent, enthusiastic follow-up. In the interview, the hiring manager confessed concern about the candidate's lack of an analytic background. The interviewee wrote a follow-up e-mail that described her relevant experience and offered to analyze some sales data. The hiring manager sent her a terse note with some data attached. She analyzed the data and followed up with a phone call requesting another meeting. She got the job, Hellmann says. "In the interview," he adds, "sometimes the most important thing you can do is get the information you need to sell yourself."

==========

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Russ Jackson
Sr. Vice President, Human Resources

Looking for a good paying after-school and weekend gig? Need money for a car? Want to live large at prom? It all starts here and can continue to turn into not another junk job that could lead to a career than must quality office jobs will never take you…Management in retail/grocery can take you to a near six figure income long before you are too old to enjoy the money.
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Safeway 2042 (17) 3132 E CAMELBACK RD, 3132 E CAMELBACK RD, PHOENIX,

General Clerk-Retail (12864) Coffee Kiosk (SWY)

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Courtesy Clerk (11004) - Front End Service (SWY)

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IN DOWNTOWN PHOENIX

Yea…they need snotty professionals, professors and even a league of admin types…you know they need even more food service, maintenance, janitorial and even parking attendants. The trick is to find out who (what company) does these work for them as much of this work is contracted out to contractors (or not). Best way to know is to ask them. This is not a state secret…the FBI will not show up on your doorstep for asking.

An old job seeker inside tip is to find out who does janitorial…get the name of the person you asked and then look up the company's number and call them. Tell them that "Mr. ____ @ ASU asked you to give them a call…because you could use a person with my background…" This is a trick introduction because the usual response is "What are your skills?" To which you respond "I am glad you asked! ...When could I come down and talk to you?"

REALLY INTERESTED? **TAKE THE VIRTUAL TOUR** – it will give you talking points for use if you go for the job…

http://www.asu.edu/tour/downtown/

How Can We Help You Today?

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Margot Monroe
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Sr HR Consultant, Asuw Human Resources, University Staff
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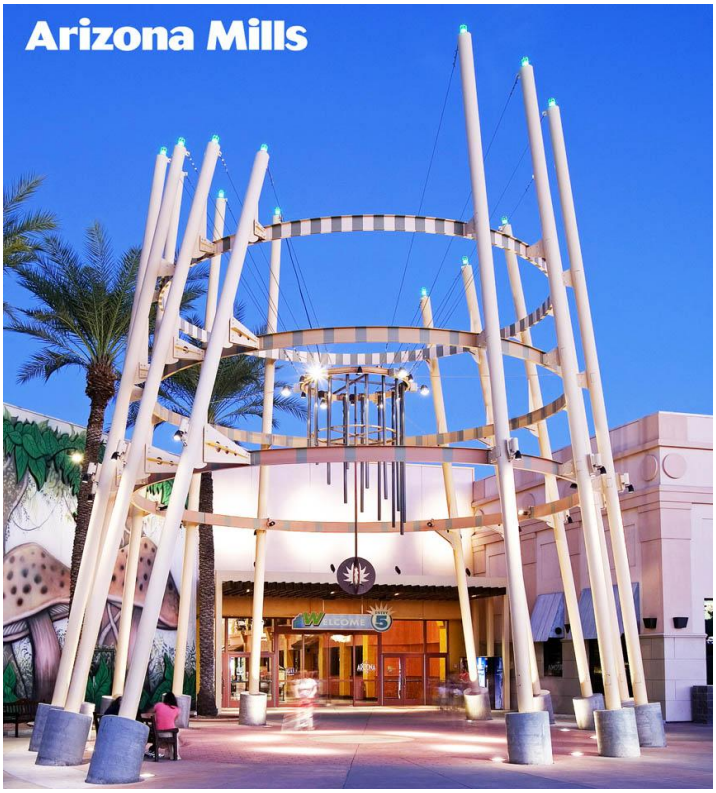
SPECIAL AZ MILLS JOB EDITION AZ MILLS MALL JOB SEARCH GUIDE



http://www.slideshare.net/fredgwest1999/26-sept-2013

THERE ARE OVER 20,000 PEOPLE WHO WORK AT AZ MILLS' STORES
At any given time there, 10-15% of these jobs are unfilled or the stores are trying to fill.

That means that there are 2000-3000 openings available on any given time.
Tracking down these jobs is very time consuming and luck plays a large part of your AZ Mills Job search.

Most retail stores (180 in AZ Mills) all have the same standard: NO FRAUDS, THEFT, NO VIOLENT CRIMES NOR SO's. Others will be reviewed based upon the age, nature of the crime and if it related to the job applied for.

The lazy job seeker

(The least likely to find work) will wait until they see a random advertisement or wait till someone tells you about an opening. This is easy, simple but, very ineffective and a waste of valuable time.

By the time you learn about any opening; you are at the back of the line and it is a very long line.

The shy job seeker

They may start calling stores (usually at random) and ask the same question over and over again until the tire or run out of minutes on their phone – whichever comes first.

They will ask: "ARE YA HIRING?"

This is ineffective at best because they are calling people who do NOT know them and who are many times too busy to take the time to talk to someone they do NOT know…the standard answer is: "Apply online" or "just "No…thanks for calling!" Remember it is very easy to say no over the phone than it is to say no in person .

The shy but, bold computer job seeker

They will try to find the stores online and apply and apply but, with 180 stores; they will tire and fade fast as this is VERY time consuming.
Even if they do all 180 stores, they still are not much closer to getting a job than they were before they started. WHY?

Many retail managers

Unless the hiring is done by a corporate recruiter instead of the store manager, will **NOT** take the time to go through the 50-100 new applications that they get every day.
Small business owners and retail managers put much value on face-to-face meetings and put even more value upon in a person who was interested enough to present themselves in person.
The go in person approach shows that you are motivated and that you are really interested in working for them.

THE SUCCESSFUL JOB SEEKER WILL TAKE THE FOLLOWING STEPS.

A. Take a day trip out to AZ Mills Mall. Start early. Make sure that you can get there and back ok. This involves looking at the bus schedules to know how long it will take you to get there, when the buses start and more importantly, when they stop. This will let you calculate if it is worth your while to job search here or not.

B. After you determine that the location works for you, then visit the mall. Get a mall map (at the information desk). Walk the mall. Identify stores/restaurants that you are interested in working at based upon experience or interest in what they sell or what service they offer.

C. Any place you are interested in; go in and talk to them about the store. Watch the store's traffic flow, talk to some sales associates or staff to see what they are like. You would be really surprised by what people will tell you after you engage them in conversation… GOOD, BAD & UGLY…more importantly, you will now know if you want to work there or not…Can't get that INTEL over the phone/internet…UHH???

D. If you are interested, NOW, Introduce yourself and ask if it is possible to talk to someone about "UPCOMING OPENINGS" instead of "are you hiring?" If they are not busy, most people will talk with you. Ask them their process of applying for any current or upcoming opening.

IMPORTANTLY, ask them the process to follow up your application, to who you direct the follow up to and anything else that might help you join the company…subversive networking/mentoring 101. TAKE NOTES (you did bring a pen, note pad and a master application - resume - business card with you…DIDN'T YA?).

E. FOLLOW THROUGH AND FOLLOW UP…

F. GET THE JOB AND GO TO WORK.

==========

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WE OPEN A NEW RESTAURANT EVERY 2 DAYS
OPPORTUNITY ISN'T KNOCKING, IT'S POUNDING.
WHERE ELSE CAN YOU START WITH NO EXPERIENCE AND BASED UPON YOUR WILLINGNESS TO WORK HARD AND TO LEARN NEW THINGS, CAN YOU WORK YOUR WAY UP TO MAKING $120K/YR?
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$21,000
NO EXPERIENCE PREFERRED
WE'RE NOT LIKE OTHER FAST FOOD COMPANIES AND IT STARTS WITH OUR PEOPLE.

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A 20 PAGE STUDY GUIDE FOR A JOB THAT REQUIRES NO EXPERIENCE?

CHIPOTLE IS THE BEST CAREER OPTION IN THE USA!

FIND OUT WHY AND HOW TO GET HIRED...FREE OFFER!
http://www.slideshare.net/fredgwest1999/chipotle-study-guide-2014

STUDY GUIDE

STARTED AS CREW: 2002

RESTAURANTS SHE NOW OVERSEES: 1

ESME

Q: Why did you make the decision to work at Chipotle?

A: Every time I went to chipotle I had a fantastic experience, the food was delicious and it tasted different from other fast food restaurants. The way the employees treated me as a customer was amazing. I never saw anyone upset and it seemed like everyone really enjoyed their job.

Q: How long did it take you to be promoted?

A: It took me a while to become General Manager, mostly because I just wasn't ready for it yet. After that, it only took me 5 months to get promoted to Restaurateur.

Q: What advice do you have for someone interested in Chipotle?

A: Be ready for an experience that will change all aspects of life, that include the way they eat and the opportunity to help and develop others to be a part of the great people culture that we have here.

Q: How does Chipotle compare to other companies you worked for?

A: Chipotle empowers you to make your own decisions. We are also impacting food culture by supporting local farmers. The way this company cares about the environment, its customers, and the animals really is special and something you don't see any other fast food chain do at all!

Q: What do you like to do outside of work?

A: I love to spend time with my daughter by going to the movies together and shopping. I also love art, dance and spending time with my family and best friends.

STARTED AS CREW: 2003

RESTAURANTS HE NOW OVERSEES: 57

SAHUL

Q: Why did you make the decision to work at Chipotle?

A: I was staying with my dad's side of the family and was just looking for a summer job. I saw a new Chipotle location and decided to ask for an application. I didn't know at the time that this would turn into the career I have today, but I loved the food and thought it would be a fun place to work.

Q: How long did it take you to be promoted?

A: It took about 9 months to be promoted to General Manager and this was before the Restaurateur position existed so I waited a few years for that next promotion. Today, 8 years after starting with Chipotle I am a Team Director overseeing 50+ restaurants and 1400+ employees.

Q: How has Chipotle impacted your life?

A: Chipotle has changed my entire family's life. I didn't have a lot growing up and now I have been able to change that cycle for my family. I bought my first home and have been able to provide a great life for my family. I can't imagine what my life would be like if I did not make the decision to work here.

Q: What is your favorite menu item?

A: Chicken burrito with cilantro lime rice, vegetarian black beans, roasted chili corn salsa, green tomatillo salsa, sour cream and cheese.

Q: What advice do you have for someone interested in Chipotle?

A: Be prepared to work hard in order to be successful here. You must be able to elevate the people around you. Chipotle is all about the people culture and believes that the only way to run great restaurants is by having the best team of people.

LUCKY FOR YOU…WE HAVE A STUDY GUIDE TO PREP YOU TO COME BACK HOME EMPLOYED.

CHIPOTLE
WE OPEN A NEW RESTAURANT EVERY
2 DAYS
OPPORTUNITY ISN'T KNOCKING, IT'S POUNDING.
WHERE ELSE CAN YOU START WITH NO EXPERIENCE AND BASED UPON YOUR WILLINGNESS TO WORK HARD AND TO LEARN NEW THINGS, CAN YOU WORK YOUR WAY UP TO MAKING $120K/YR?
NO EXPERIENCE PREFERRED
WE'RE NOT LIKE OTHER FAST FOOD COMPANIES AND IT STARTS WITH OUR PEOPLE.

28,000 VIEWS ON THIS STUDY GUIDE

THE NUMBER OF PEOPLE HIRED HERE SPEAKS FOR HOW GOOD THE STUDY GUIDE IS…GET IT HERE FOR FREE!

HERE IS A 20 PAGE STUDY GUIDE FOR A JOB THAT REQUIRES NO EXPERIENCE?

SOUNDS CRAZY?

STUDY GUIDE

CHIPOTLE IS THE BEST CAREER OPTION IN THE USA! FIND OUT WHY AND HOW TO GET HIRED…FREE OFFER!

TIPSTER: They have a guy working there as a kitchen manager (from UMOM) who was living out behind Food City after getting out of jail.

So, please don't tell me that they don't hire people with a background. If you have good experienced, it might have to do with your prep and/or presentation or maybe the nature of what you did falls into Domestic Violence, SOism or wacked 20 people with a weed eater in Wisconsin…

OH! By the way…Kitchen Managers start at $50K/YR. Read our study guide to find out…that could be you…Do you dare???

http://www.slideshare.net/fredgwest1999/chipotle-study-guide-2014

What office job gives you the chance to make up to $130k ?

Quality of work cannot be measured in dollars alone…the opportunity, the sense of belonging and friendships you make are what turn a job into a career. The passion for what you do will always far outweigh the momentary reward….happiness is key!

But, if you can have happiness and $130k…why not?

One reason chipotle has been so successful is its genius approach to hiring.

With its stock price increasing by 1,080 percent and sales jumping from $471 million to $3.2 billion since 2006, chipotle was America's fasting-growing fast food chain of the decade. That trend looks like it will only continue, as stocks have increased by more than 20 percent so far this year.

So what makes chipotle so successful?

Obviously, to have that much success, there are several reasons. first off, it does a great job of appealing to America's changing sensibilities, as it advertises (mostly) organic, quality of work cannot be measured in dollars alone…the opportunity, the sense of belonging and friendships you make are what turn a job into a career. the passion for what you do will always far outweigh the monetary reward….happiness is key!

Gmo-free food, as an example.

It also sticks to a clearly-defined mission and has strong processes intact, two keys for scalability in any company.

But really, what makes it different than most other fast food chains is the way it hires and develops its employees. That creates an atmosphere where the people who work there care far more about their jobs than the workers at a typical fast food joint.

Chipotle's Unique Model

If you go on Chipotle's career site, you'll see very few advertised positions for supervisors, or any position really other than "team member," which is their lowest-paid job. Why?

Because Chipotle rarely looks externally for supervisory positions.

Instead, their entire system is about promoting from within, a genius way to improve employee engagement and reduce turnover at even the lowest-paid jobs.

A career ladder is laid out on Chipotle's career site and then reinforced with profiles of a diverse set of employees who worked their way up from $9-and-hour burrito rollers to $130,000-a-year restaurateurs.

The career site maps out a six-step career path where salaries and benefits increase after each promotion, as employees move up from team member to manager to restaurateur.

"It is a place where you come in as a crew person, you know that it is Chipotle's desire that you become a manager and that you have all the help and support you could ever need to get there," Chipotle Co-CEO Monty Moran said on a video on the career site.

http://chipotle.com/en-US/careers/get_rolling/get_rolling.aspx

The key is that supervisors are incentivized via bonuses to promote employees underneath them, so they actively search out people who want to move up and then take time to train them.

Additionally, supervisors can only be promoted themselves when they find their replacement, which again stresses that they develop their employees.

"When the manager cares about each and every person on their team, when the manager believes in each and every person on their team, and wants nothing more than to make those people successful, those people feel it," Moran said in the video.

"And when those people feel it, they become committed. They become empowered."

THE ACTUAL HIRING AND PROMOTING PROCESS

Because Chipotle is looking to turn its $9-an-hour crew members into employees that garner six-figure compensation packages, they have a more rigorous hiring process for its crew members than the typical fast food place. When people apply, they are told to read the career site, and then when they come in for an interview they are asked about what they read.

Those interviews are often team interviews, where each member of the crew talks with the candidate, and they look for people who enjoy the food at Chipotle and actually did the reading they were assigned. This is smart, because now the candidate fully understands that Chipotle is looking to promote from within, and they'll be properly motivated.

Along those lines, Chipotle cares little about experience and requires just a high school degree (after all, it is just a $9-an-hour job).

Instead, they search for people who have the 13 characteristics they are looking for (which includes everything from "presentable" to "infectiously enthusiastic"), assuming that superiors will give new employees the training they need to move up.

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They search for people who have the 13 characteristics

Ambitious - Happy - Smart - Polite - Respectful - Honest - Conscientious - Presentable - curious - Motivated - Hospitable - High Energy - Infectiously Enthusiastic!

==========

Once hired, crew members do all the jobs at the restaurant, from washing dishes to the cashier to making the food.

Again, since both the employee and the manager are incentivized if the employee is promoted, training in all these areas happens organically.

For a supervisor to get promoted to a higher-paying job, the employees who work underneath them are interviewed. If the employees speak poorly about the manager, the manager will not be promoted.

Practical Benefits

Chipotle has their people do most of the food preparation onsite, as opposed to other fast food restaurants where everything comes pre-packed, in an attempt to have fresher food. For that to work, they need people who can do more complicated tasks than the traditional fast food worker.

By having a system like this in place, there's a better chance of that happening, because the people have more incentive to do it right. Their more-stringent hiring process generally produces better workers as well.

It also is smart to hire supervisors who have worked their way up the ranks for two distinct reasons. First, they understand exactly how the restaurant works and therefore are more capable of running it.

And second, they understand the crew workers better because they used to have that job, and therefore should be stronger managers.

Intangible Benefits – That Might Mean Even More

But it is more than that. What Chipotle is doing is providing workers with something few other American companies are offering today: a chance at the American dream.

If people work there and work hard, regardless of what they've done in the past, they'll move up. At Chipotle, there really are examples of people raising themselves out of $9-an-hour poverty to $87,000-a-year prosperity.

And this opportunity given to its workers is not just some touchy-feely good idea that sounds good in a classroom but doesn't work in the real world. This philosophy of empowering employees is having very tangible, very real results; to the tune of $3.2 billion in annual revenue.

So we salute Chipotle and we encourage other companies to do the same. After all, the simple idea of hiring the right people and developing them along the way is being proven effective again at one restaurateur at a time.

Chipotle Mexican Grill, Inc. Baffles Wall Street, but This Growth Story Is Just Beginning

For all the simplicity of its restaurant business, Chipotle Mexican Grill (NYSE: CMG) continues to baffle some Wall Street analysts. On one hand, the growth figures just don't seem to make sense. On the other, analysts have missed the boat so often with Chipotle that its success is almost unbearable. At some point, the burrito has to burst, right?

Commentary from the boutique investment bank Wedbush serves as the latest example of Wall Street's bewilderment over the burrito maker.

On Jan. 24, Wedbush downgraded Chipotle's shares while predicting that same-store sales growth would trend toward a consensus of 6.7%. A week later, Chipotle reported a 9.3% increase in same store sales, topping Wedbush's expectations by 38%.

Wedbush also estimated revenue of $820 million and maintained a price target of $510 per share. Needless to say, Chipotle posted revenue of $844.1 on Friday, reflecting 20.7% revenue growth, and shares subsequently soared to $550.

What office job gives you the chance to make up to $130k ?

Hired 2003

Restaurants he now oversees: 3

TERRY

Q: Why did you make the decision to work at Chipotle?

A: Chipotle came to a Career Fair at the University of Houston where I was studying Hotel/Restaurant Management. I was somewhat familiar with Chipotle as I had been there a few times and liked how it was fast food but you could see the food being prepared fresh in front of the customers.

Q: How long did it take you to be promoted?

A: I was promoted to General Manager in May of 2005. I became a Restaurateur five years later and started to oversee additional restaurants only a few months after becoming a Restaurateur.

Q: What is your favorite menu item?

A: The naturally raised Barbacoa, I have not been able to stay away from it. It is so flavorful and delicious.

Q: How has Chipotle impacted your life?

A: Chipotle has had a huge impact on my life. I was a recent graduate with no management experience and Chipotle gave me an opportunity, developed me and molded me into the leader I am today.

Q: How does Chipotle compare to other companies you worked for?

A: Chipotle has great benefits and they give people from all walks of life an opportunity to grow into a leadership position. It is awesome to work at a restaurant where you can eat the food every day and be proud of what you're eating.

Best food service career now being offered!

LOOKING TO HIRE 140 EMPLOYERS

TO STAFF THEIR 61 LOCATIONS THROUGHOUT ARIZONA

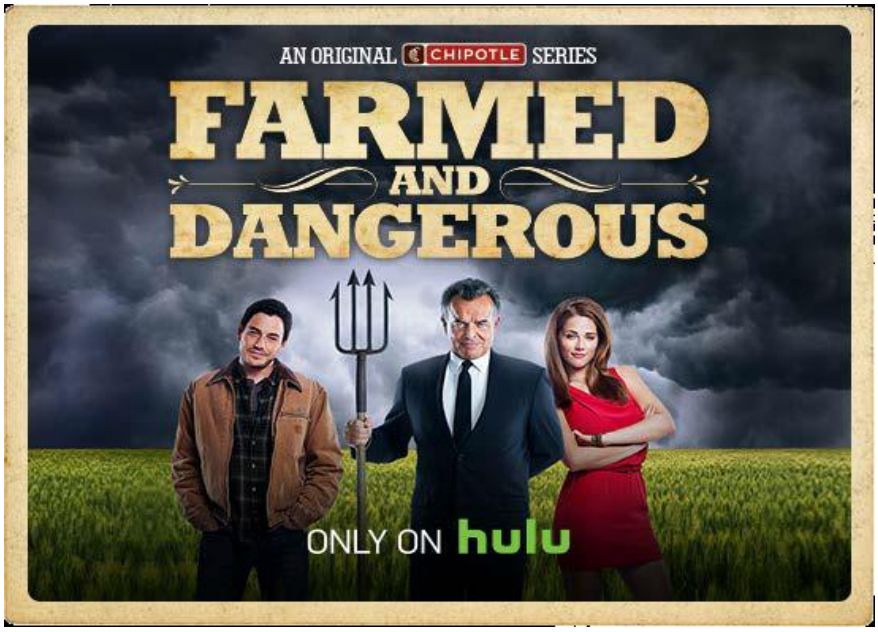
• Why is all this effort worth it? Take a look at the salary chart… need we say anything more?
• Did ya know that 97% of all managers started at the counter!
• This is a company where you can enter with no experience & build a great career up to $129k/year!
• Or you can get another dead-end job that didn't require you do some prep work and research!

One of the many reasons why Chipotle is unlike other fast food companies is the fact that nearly all of the leaders are promoted from our crew.
Many restaurant companies hire "professional" managers to run their restaurants and almost never look to their crews for new leaders.

Last year at Chipotle, 97% of our general managers were promoted from our crews and because our company is growing, there's plenty of opportunity. It's a lot of hard work, not recommended for someone collecting a check!!!

IT IS CRITICAL TO GETTING HIRED

You **MUST** watch and take notes on each of the videos…they will ask you questions about them and they will send you home if you have not watched…really!!!!
http://careers.chipotle.com/en-us/careers/get_rolling/get_rolling.aspx
http://www.youtube.com/watch?v=j28bdq-q9l0



FARMED & DANGEROUS

http://www.chipotle.com/en-US/default.aspx?type=default

FOOD WITH INTEGRITY

http://www.chipotle.com/en-us/fwi/videos/videos.aspx

They do talk about this at the interview!

CURRENT OPENINGS…

Complete openings here

http://jobs.chipotle.com/

Countless people who came simply looking for a job now find themselves leading dozens, or even thousands of people while enjoying a career that is totally fulfilling, fun, and financially rewarding beyond anything they thought possible. It's pretty simple: If you work hard, you'll get noticed and before you know it, you'll be on a roll.

When Steve Ells started Chipotle back in 1993, he only intended to open one restaurant—not a chain of more than 1,200.

Because of that, he broke all of the rules and Chipotle became a new kind of fast food restaurant. In fact, we do just about everything differently and it starts with the people we hire to work in our restaurants.

We've learned that experience in other fast food restaurants isn't of much value at Chipotle. That's because we really cook food at Chipotle. And that's just the beginning of what we do differently. Our Crew members learn what they need to do on the job and in turn; they become the future leaders of our company. It's on-the-job training like you have never had before.

http://www.chipotle.com/en-us/chipotle_story/chipotle_story.aspx

Started as crew: 2005

Restaurants he now oversees: 7

ALFREDO

Q: Why did you make the decision to work at Chipotle?

A: I applied to work at Chipotle because I loved the food and I would eat there on my lunch break from school at least three times a week. The atmosphere seemed great and the people were friendly so I saw myself fitting in with the team.

Q: How long did it take you to be promoted?

A: It took me a little over a year to become a General Manager and nine months to be promoted to Restaurateur.

Q: How has Chipotle impacted your life?

A: Chipotle has impacted my life by helping me to grow and mature as an adult. Chipotle has taught me about the value of working with great people. I have had the opportunity to help many others grow within the company change their lives on a personal level.

Q: What is your favorite menu item?

A: My favorite menu item is the steak fajita burrito with brown rice, red hot tomatillo salsa, sour cream cheese, guacamole and lettuce.

Q: What advice do you have for someone interested in Chipotle?

A: Believe in the opportunity that Chipotle offers, give yourself the chance to discover how amazing it is to be part of this family.

Q: What do you like to do outside of work?

A: I love to play soccer and spend time with my friends. I also really enjoy when I have the opportunity to introduce someone to Chipotle for the first time or tell them a little more about what we do.

What office job gives you the chance to make up to $130k ?

What is it like to work there?

"Hard work truly pays off and Chipotle will teach you success in the industry"

Manager (Current Employee) - I have been working at Chipotle full-time for less than a year

Pros – Great advancement opportunities. I've had 3 promotions in management in less than a year!

- Great benefits.
- Free food during work shifts.
- Proud to work for this particular restaurant chain.
- Great people and products.

Advice to Senior Management – Upper area management has been good to us. There are and always will be lazy in-store managers using their crew to pull all the weight. Don't be that manager everyone talks bad about! Yes, I would recommend this company to a friend – I'm optimistic about the outlook for this company

IT'S A LOT OF HARD WORK, NOT RECOMMENDED FOR SOMEONE COLLECTING A CHECK!!!

"They hand everything to you, Are you willing to work for it?"

-SERVICE MANAGER (CURRENT EMPLOYEE)

Testament:

I have been working at Chipotle full-time for more than a year

Pros – You can get to any position (Kitchen Manager, Service Manager, Apprentice, General Manager, and Restaurateur etc.) as long as you try your best every day.

- Free food every day you work
- Good morals (food with integrity)
- Supports your community by making fund raisers and making coupons only available at local events.
- Wants YOUR friends to work there

- Teaches you real culinary skills and proper food handling
- Provides employees with a lot of benefits

Cons – IT'S A LOT OF HARD WORK, NOT RECOMMENDED FOR SOMEONE COLLECTING A CHECK.

The company will fire you if you don't want to move up after a certain amount of time once in management. It's one of those jobs that need to be taken seriously, it's a team effort. One weak link and your day are going to suck.
Advice to Senior Management – Keep Rocking guys! You guys are making a huge difference! Yes, I would recommend this company to a friend – I'm optimistic about the outlook for this company.

An important point there is, "Food with Integrity" which is basically Chipotle's program for ensuring fresh meat and veggies for the franchise.

(At some stores – this knowledge is a deal maker or a deal breaker…be forewarned!)

MOSTLY WE HAVE DISCUSSED AFTER YOU GET TO THE INTERVIEW…

HOLD ON BUBBA!

We have put the cart before the horse here and in order to take advantage of the massive amount of interview INTEL you still need to get by the company's first gatekeeper (the online application process). This system uses computer software to select the primo candidates from the rabble of tens-of-thousands of applications.

This software narrows the field to only a few applicants and it does **NOT** do it by reading and analyzing what you wrote. So all your killer resumes with the perfect grammar are lost on this gatekeeper. It doesn't know or care how much experience you have because it is searching for key words – very specific key words that the software company determined that are an indicate to a person's qualification(s). The computer company's sale pitch is that there are certain words that people in a specific industry and in a specific job will consistently use and the more times you find these words, the more qualified the applicant will be.

THIS IS A MAIN REASON WHY 8 OUT OF 10 APPLICATIONS GET TOSSED

If your application and/or resume lack these specific key words then you will not be selected to have your application reviewed by a living, human being.

Sad but true! The key to beating the odds and the system and making your application to be one of the 2 out of 10 that they accept is in finding these key words/phrases and putting them into your application and resume.

WHERE DO I FIND THESE KEY WORDS?

These key words are not the list of power words that you got in some resume workshop. That is good if you want to improve your vocabulary/grammar but worthless to helping you here. You need to have the specific words but, the computer software company will not give you unless you buy the program, so this is not a realistic means of collecting the key words. The employer's job descriptions are hit or miss. Some companies like Costco gives you a three page job description for jobs that require no experience (which included 59 key words or phrases after out breakdown) to the resorts who spend a page talking about how great the hotel is but only one line about the actual job.

If you can use the employer's description and it is detailed enough, this is best because the imbedded key words are important to the company. Otherwise you must find another source. There are many but; the one that we keep coming back to is ONET Online. ONET is a byproduct of the US Department of Labor and is the

newest incarnation to the Dictionary of Occupational Titles (The Holy Blue Book of all knowledge for the Ancient Remains of AZDES Job Service Jesuits and Jedi's). This is the best use of your tax dollars because they have set down and did what we didn't have time to do, they created a detailed analyze of every job in America. Within the 5-6 pages of its breakdown are all of your hard skills, soft skills and within this is your next best list of key words.

OPTIONAL STEP: Take your key words and break them down into categories of job skills. This is very valuable to understanding what they employer is really seeking. Without this knowledge, you could miss this by a mile. Take COSTCO's job description for their cashier. You would assume that you need to have cashiering experience to apply but you would be wrong. The first and largest category was not cashiering or money handling skills but customer service.

Think about this? If you know this and tailor your job duty descriptions to focus on how you dealt with people and used a few of their key words in each sentence, you have made the leap into the two-out-of-ten applications that are accepted. Make sense?

Test your current information (resume/application) and see how many of these words were there. This will show you will we preach against that cookie-cutter (killer) resume that some workforce person pieced together for you.

This also shows you the need to customize each application/resume to the specific needs of the employer instead of expecting them to take the time to do a detailed analyze of your skills and where you would fit into their company – as they won't. They will tell you that was your duty as a job seeker to look through all of their jobs, to find the best suited to your skills/abilities and to up front (in only 15 seconds) prove to them that are a close match and worth a call back.

Test your skills with the job description for a Team Member. See if you can pull up all of the key words and break them down.

SEE YOU ON THE OTHER SIDE!

Restaurant Team Member Crew

Description

Building the perfect burrito - and having fun doing it - is the first step to building your career at Chipotle. Sharpen your customer-service and teamwork skills, learn to make great food and get ready to grow.

Our Crew members take pride in preparing and serving Chipotle's delicious food. They know that in order to do this right, they need a clean and organized work area. By consistently following the proper recipes and procedures, and adhering to Chipotle's high standards regarding food preparation, cleaning and sanitation, teamwork and customer service, they help to ensure that the Chipotle customer experience is always the best it can be. Crew members get to learn about and work at a variety of stations: Tortilla, Salsa, Prep, Grill, Expo, and Faxpeditor.

In each area they're greeting and interacting with Chipotle's customers directly, making their meals, while portioning out the ingredients to our standards. Crew members' responsibilities require them to be on their feet working while clocked in, unless on break. If they are not busy, they are expected to take on tasks they see that need to get done, and pitch in to help their teammates.

In addition to following Chipotle's policies and procedures, principal responsibilities include, but are not limited to:

Food Prep • Completing hot and cold food preparation assignment accurately, neatly, and in a timely fashion • Following recipes accurately and maintaining food preparation processes such as marinating, seasoning, and grilling meats; chopping herbs; dicing, cutting, and slicing vegetables • Preparing food throughout the day as needed, anticipating and reacting to customer volume • Maintaining appropriate portion control and consistently monitoring food levels on the line • Maintaining proper food handling, safety, and sanitation standards while preparing food

Customer Experience • providing a friendly, quality customer experience to each Chipotle customer • Working toward understanding and articulating Food With Integrity

Miscellaneous • Consistently and accurately using prep sheets, Road Maps, cleanliness list, and station checklists • Following Chipotle sanitation standards including washing cookware and utensils throughout the day • Cleaning equipment, as assigned, thoroughly and in a timely fashion according to Chipotle sanitation guideline

The ideal candidate will:
• Have the ability to develop positive working relationships with all restaurant personnel and work as part of a team by helping others as needed or requested • Have the ability to speak clearly and listen attentively to guests and other employees • Have the ability to maintain a professional appearance at all times and display a positive and enthusiastic approach to all assignments
• Be able to exhibit a cheerful and helpful attitude, and provide exceptional customer service • Be able to adapt to changing customer volume levels with a sense of urgency • Have the ability to demonstrate a complete understanding of the menu • Be able to follow instructions for recipes and sanitation guidelines • Have the ability to be cross-trained in all areas of the kitchen and line • Have the ability to communicate in the primary language(s) of the work location • Have a high school diploma

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PULL OUT THE KEY WORDS AND PHRASES YOU WILL NEED TO CORRECTLY DO THE APPLICATION…

• HOW MANY DID YOU FIND?
• HOW MANY OF THOSE WHERE IN YOUR KILLER RESUME?
• DO YOU REMEMBER HOW THE COMPANY'S COMPUTER WILL DETERMINE IF YOU ARE QUALIFIED?
• DID YOU QUALIFY?

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If you don't have enough…head over to your job search BFF…ONET Online

WARNING!

You will need our old friend ONET to fill out these applications. Failure to use this system will result in failure to get called for interview, lead to disappointment, continued unemployment and a lesser paying dead-end job.
http://www.onetonline.org/

LET'S SEE WHAT ONET SAYS?

http://www.onetonline.org/

35-3022.00 - Counter Attendants, Cafeteria, Food Concession, and Coffee Shop

http://www.onetonline.org/find/match/1/35-3022.00?s=Dishout

Summary Report for: 35-3022.00 - Counter Attendants, Cafeteria, Food Concession, and Coffee Shop

Serve food to diners at counter or from a steam table.

Sample of reported job titles: Food Service Worker, Cafeteria Worker, Crew Member, Cafeteria Server, Food Service Assistant, Line Server, Server, Cafe Attendant, Cafe Server, Cafe Worker

TASKS

- Serve food, beverages, or desserts to customers in such settings as take-out counters of restaurants or lunchrooms, business or industrial establishments, hotel rooms, and cars.
- Prepare bills for food, using cash registers, calculators, or adding machines, and accept payment or make change.
- Cook food or prepare food items, such as sandwiches, salads, and ice cream dishes, using standard formulas or following directions.
- Perform cleaning duties such as sweeping, mopping, and washing dishes, to keep equipment and facilities sanitary.
- Balance receipts and payments in cash registers.
- Wrap menu item such as sandwiches, hot entrees, and desserts for serving or for takeout.
- Scrub and polish counters, steam tables, and other equipment, and clean glasses, dishes, and fountain equipment.
- Replenish foods at serving stations.
- Brew coffee and tea, and fill containers with requested beverages.
- Take customers' orders and write ordered items on tickets, giving ticket stubs to customers when needed to identify filled orders.

TOOLS & TECHNOLOGY

Tools used in this occupation:

- Cappuccino or espresso machines — Cappuccino makers; Espresso machines

• Carbonated beverage dispenser — Carbonated beverage dispensers; Soda machines
• Commercial use blenders — Blenders; Milk frothers
• Commercial use dishwashers — Commercial dishwashers; Commercial glass washers
• Commercial use food slicers — Commercial food slicers; Slicing machines
• Commercial use ranges — Electric ovens; Electric stoves; Gas ovens; Gas stoves
• Electronic funds transfer point of sale equipment — Credit card machines; Credit card processing machines
• Ice dispensers — Ice machines; Ice-making machines

TECHNOLOGY USED IN THIS OCCUPATION:

• Data base user interface and query software — Data entry software
• Point of sale POS software — Aldelo Systems Aldelo for Restaurants Pro; Foodman Home-Delivery; Plexis Software Plexis POS; RestaurantPlus PRO

Knowledge

• Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
• English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
• Sales and Marketing — Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.

Skills

• Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
• Service Orientation — Actively looking for ways to help people.
• Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
• Speaking — Talking to others to convey information effectively.

• Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
• Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

ABILITIES

• Oral Comprehension — the ability to listen to and understand information and ideas presented through spoken words and sentences.
• Near Vision — the ability to see details at close range (within a few feet of the observer).
• Oral Expression — the ability to communicate information and ideas in speaking so others will understand.
• Speech Recognition — the ability to identify and understand the speech of another person.
• Speech Clarity — the ability to speak clearly so others can understand you.
• Problem Sensitivity — the ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

WORK ACTIVITIES

• Performing for or Working directly with the Public — performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
• Communicating with Supervisors, Peers, or Subordinates — providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
• Getting Information — observing, receiving, and otherwise obtaining information from all relevant sources.
• Selling or influencing others — convincing others to buy merchandise/goods or to otherwise change their minds or actions.
• Establishing and Maintaining Interpersonal Relationships — developing constructive and cooperative working relationships with others, and maintaining them over time.
• Judging the Qualities of Things, Services, or People — Assessing the value, importance, or quality of things or people.

• Identifying Objects, Actions, and Events — Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
• Making Decisions and Solving Problems — Analyzing information and evaluating results to choose the best solution and solve problems.
• Estimating the Quantifiable Characteristics of Products, Events, or Information — Estimating sizes, distances, and quantities; or determining time, costs, resources, or materials needed to perform a work activity.
• Inspecting Equipment, Structures, or Material — Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.

WORK CONTEXT

• Spend Time Standing — How much does this job require standing?
• Physical Proximity — To what extent does this job require the worker to perform job tasks in close physical proximity to other people?
• Work With Work Group or Team — How important is it to work with others in a group or team in this job?
• Contact With Others — how much does this job require the worker to be in contact with others (face-to-face, by telephone, or otherwise) in order to perform it?
• Spend Time Using Your Hands to Handle, Control, or Feel Objects, Tools, or Controls — How much does this job require using your hands to handle, control, or feel objects, tools or controls?
• Indoors, Environmentally Controlled — how often does this job require working indoors in environmentally controlled conditions?
• Face-to-Face Discussions — how often do you have to have face-to-face discussions with individuals or teams in this job?
• Spend Time Walking and Running — how much does this job require walking and running?
• Deal with External Customers — How important is it to work with external customers or the public in this job?
• Deal with Unpleasant or Angry People — how frequently does the worker have to deal with unpleasant, angry, or discourteous individuals as part of the job requirements?

JOB ZONE

Title: Job Zone One: Little or No Preparation Needed
Education: Some of these occupations may require a high school diploma or GED certificate.
Related Experience: Little or no previous work-related skill, knowledge, or experience is needed for these occupations. For example, a person can become a waiter or waitress even if he/she has never worked before.
Job Training: Employees in these occupations need anywhere from a few days to a few months of training. Usually, an experienced worker could show you how to do the job.
Job Zone Examples: These occupations involve following instructions and helping others. Examples include taxi drivers, amusement and recreation attendants, counter and rental clerks, construction laborers, continuous mining machine operators, and waiters/waitresses.

EDUCATION

Percentage of Respondents about Education Level Required
75% - Less than high school diploma
24% - High school diploma or equivalent
01% - Some college, no degree

INTERESTS

Interest code: RSE
Realistic — Realistic occupations frequently involve work activities that include practical, hands-on problems and solutions. They often deal with plants, animals, and real-world materials like wood, tools, and machinery. Many of the occupations require working outside, and do not involve a lot of paperwork or working closely with others.
Social — Social occupations frequently involve working with, communicating with, and teaching people. These occupations often involve helping or providing service to others.
Enterprising — enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.

WORK STYLES

• Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
• Social Orientation — Job requires preferring to work with others rather than alone, and being personally connected with others on the job.
• Concern for others — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
• Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
• Attention to Detail — Job requires being careful about detail and thorough in completing work tasks.
• Leadership — Job requires a willingness to lead, takes charge, and offer opinions and direction.
• Self Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
• Integrity — Job requires being honest and ethical.
• Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high stress situations.
• Adaptability/Flexibility — Job requires being open to change (positive or negative) and to considerable variety in the workplace.

WORK VALUES

• Relationships — Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.
• Support — Occupations that satisfy this work value offer supportive management that stands behind employees. Corresponding needs are Company Policies, Supervision: Human Relations and Supervision: Technical.
• Working Conditions — Occupations that satisfy this work value offer job security and good working conditions. Corresponding needs are Activity, Compensation, Independence, Security, Variety and Working Conditions.

RELATED OCCUPATIONS

35-2011.00 Cooks, Fast Food
35-2015.00 Cooks, Short Order
35-2021.00 Food Preparation Workers
35-3021.00 Combined Food Preparation and Serving Workers, Fast Food
35-3041.00 Food Servers, Non-restaurant
35-9011.00 Dining Room and Cafeteria Attendants and Bartender Helpers
35-9031.00 Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop
41-2011.00 Cashiers

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WAS IT WORTH THE READ? DO YOU SEE WHAT WE SAID?

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Phoenix Jobs at Chipotle Mexican Grill

When Steve Ells started Chipotle back in 1993, he only intended to open one restaurant—not a chain of more than 1,300. Because of that, he broke all of the rules and Chipotle became a new kind of fast food restaurant.

We are changing the way that people think about and eat fast food. This guiding principle in the way source and prepare our food is called Food with Integrity. It is our commitment to find the very best ingredients rose with respect for the animals, the environment and the farmers.

We are looking for individuals that are interested in helping us further this mission by joining the Chipotle family. Chipotle Mexican Grill currently has the following openings in Phoenix. Phoenix jobs vary from time to time based on our current openings. Please check back often for new Phoenix job openings to find a career that is right for you.

Thank you for considering a career in Phoenix at Chipotle Mexican Grill.

New Restaurant Opening - Scottsdale and Shea Blvd.

(15000542) Description Building the perfect burrito - and having fun doing it - is the first step to building your career at Chipotle. Sharpen your customer-service and teamwork skills, learn to make great food and get ready to grow. Whether you have experience as a cashier, server, cook, prep cook, dishwasher, housekeeper, bartender or no experience at all, this could be... Reference Code: 15000542
http://jobs.chipotle.com/phoenix-jobs

Crew (en español) Scottsdale, AZ 2478 - Scottsdale and Shea-(02478) 11015 N SCottsdale Rd., Ste 100 100 Scottsdale 85254
Restaurant Team Member Crew (1079 South Mountain) (en español) Phoenix, AZ 1079 - South Mountain-(01079) 2415 East Baseline Road Phoenix 85042
Restaurant Team Member Crew (1119 Nortera) (en español) Phoenix, AZ 1119 - Nortera-(01119) 2470 West Happy Valley Road, Suite 1181 Phoenix 85085
Restaurant Team Member Crew (112 Hayden & Royal Palm) (en español) Scottsdale, AZ 0112 - Hayden & Royal Palm-(00112) 8320 N. Hayden Rd., E-108 - 10 Scottsdale 85258
Restaurant Team Member Crew (1208 ASU) (en español) Tempe, AZ 1208 - ASU-(01208) 1038 South Mill Avenue Tempe 85281
Restaurant Team Member Crew (1301 Downtown Scottsdale) (en español) Scottsdale, AZ 1301 - Downtown Scottsdale-(01301) 4513 N. Scottsdale Rd., Suite 108 Scottsdale 85251
Restaurant Team Member Crew (1322 Rural & Baseline) (en español) Tempe, AZ 1322 - Rural & Baseline-(01322) 815 East Baseline Road, Suite 118 Tempe 85283
Restaurant Team Member Crew (1450 7th St. & Bell Road) (en español) Phoenix, AZ 1450 - 7th St. & Bell Road-(01450) 425 E Bell Rd, Ste 140 Phoenix 85022
Restaurant Team Member Crew (1595 Paradise Valley) (en español) Phoenix, AZ 1595 - Paradise Valley-(01595) 4622 E. Cactus Road Phoenix 85032
Restaurant Team Member Crew (1625 Scottsdale Pavilions) (en español) Scottsdale, AZ 1625 - Scottsdale Pavilions-(01625) 9010 E. Indian Bend Rd. Scottsdale 85260
Restaurant Team Member Crew (1684 City Scape) (en español) Phoenix, AZ 1684 - City Scape-(01684) 11 West Washington St., Suite 140 Suite 140 Phoenix 85003
Restaurant Team Member Crew (1710 Dana Park) (en español) Mesa, AZ 1710 - Dana Park-(01710) 3440 E. Baseline Rd., Unit 104 Unit 104 Mesa 85204
Restaurant Team Member Crew (1726 Encanto) (en español) Phoenix, AZ 1726 - Encanto-(01726) 1515 N 7th Ave, Suite 120 A Phoenix 85003
Restaurant Team Member Crew (1764 Signal Butte and Baseline) (en español) Mesa, AZ 1764 - Signal Butte and Baseline-(01764) 1955 S Signal Butte Road, Suite 101 Suite 101 Mesa 85209
Restaurant Team Member Crew (1767 Desert Sky) (en español) Phoenix, AZ 1767 - Desert Sky-(01767) 7427 W Thomas Rd, Suite 5 Suite 5 Phoenix 85033
http://jobs.chipotle.com/phoenix-jobs

Restaurant Team Member Crew (1821 Las Sendas) (en español) Mesa, AZ 1821 - Las Sendas-(01821) 2849 N Power Road #101 Mesa 85215
Restaurant Team Member Crew (1977 Scottsdale and Thomas) (en español) Scottsdale, AZ 1977 - Scottsdale and Thomas-(01977) 2805 N Scottsdale Road Scottsdale 85257
Restaurant Team Member Crew (2029 Grayhawk) (en español) Scottsdale, AZ 2029 - Grayhawk-(02029) 20851 N. Scottsdale Rd., Suite 101, Building D Scottsdale 85255
Restaurant Team Member Crew (2314 Deer Valley Town Center) (en español) Phoenix, AZ 2314 - Deer Valley Town Center-(02314) 3009 W. Aqua Fria Freeway, Ste #1 Phoenix 85027
Restaurant Team Member Crew (253 Metro Center) (en español) Phoenix, AZ 0253 - Metro Center-(00253) 3039 W. Peoria Ave., #C-105 Phoenix 85029
Restaurant Team Member Crew (357 Thompson Peak) (en español) Scottsdale, AZ 0357 - Thompson Peak-(00357) 15035 E. Thompson Peak Pkwy., Suite 1 Scottsdale 85260
Restaurant Team Member Crew (41 44th & Thomas) (en español) Phoenix, AZ 0041 - 44th & Thomas-(00041) 4423 E. Thomas Road (SEC), Suite B Phoenix 85018
Restaurant Team Member Crew (444 Maloney) (en español) Scottsdale, AZ 0444 - Maloney-(00444) 15425 N. Scottsdale Rd., Suite 160 Scottsdale 85254
Restaurant Team Member Crew (45 92nd & Shea) (en español) Scottsdale, AZ 0045 - 92nd & Shea-(00045) 9301 E Shea Blvd., #F102 Scottsdale 85260
Restaurant Team Member Crew (543 Camelback) (en español) Phoenix, AZ 0543 - Camelback-(00543) 1660 E. Camelback Rd., Suite 185 Phoenix 85016
Restaurant Team Member Crew (698 Power & 202) (en español) Mesa, AZ 0698 - Power & 202-(00698) 4984 South Power Road, Suite 107 Mesa 85212
Restaurant Team Member Crew (717 Alma School) (en español) Mesa, AZ 0717 - Alma School-(00717) 1130 West Grove Ave., Bldg 1, Suite 101 Mesa 85210
Restaurant Team Member Crew (734 Arrowhead Fountains) (en español) Peoria, AZ 0734 - Arrowhead Fountains-(00734) 16680 North 83rd, Suite 101 Peoria 85382
Restaurant Team Member Crew (744 Tempe Marketplace) (en español) Tempe, AZ 0744 - Tempe Marketplace-(00744) 2000 E. Rio Salado Pkwy, Suite 1226 Tempe 85281
Restaurant Team Member Crew (906 Superstition Springs) (en español) Mesa, AZ 0906 - Superstition Springs-(00906) 6602 E. Superstition Springs Blvd., Pad C Mesa 85206

Restaurant Team Member Crew (916 Happy Valley) (en español) Peoria, AZ 0916 - Happy Valley-(00916) 9940 West Happy Valley Parkway, Suite 105 Peoria 85383
Restaurant Team Member Crew (1079 South Mountain) Phoenix, AZ 1079 - South Mountain-(01079) 2415 East Baseline Road Phoenix 85042
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Restaurant Team Member Crew (1684 City Scape) Phoenix, AZ 1684 - City Scape-(01684) 11 West Washington St., Suite 140 Suite 140 Phoenix 85003
Restaurant Team Member Crew (1710 Dana Park) Mesa, AZ 1710 - Dana Park-(01710) 3440 E. Baseline Rd., Unit 104 Unit 104 Mesa 85204
Restaurant Team Member Crew (1726 Encanto) Phoenix, AZ 1726 - Encanto-(01726) 1515 N 7th Ave, Suite 120 A Phoenix 85003
Restaurant Team Member Crew (1764 Signal Butte and Baseline) Mesa, AZ 1764 - Signal Butte and Baseline-(01764) 1955 S Signal Butte Road, Suite 101 Suite 101 Mesa 85209
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Restaurant Team Member Crew (1977 Scottsdale and Thomas) Scottsdale, AZ 1977 - Scottsdale and Thomas-(01977) 2805 N Scottsdale Road Scottsdale 85257

OUR SALARIED MANAGERS EARN MORE THAN
$63,000*
OUR RESTAURATEUR-LEVEL MANAGERS EARN MORE THAN
$106,000*
*on average, including all compensation and available benefits

Restaurant Team Member Crew (2029 Grayhawk) Scottsdale, AZ 2029 - Grayhawk-(02029) 20851 N. Scottsdale Rd., Suite 101, Building D Scottsdale 85255
Restaurant Team Member Crew (2314 Deer Valley Town Center) Phoenix, AZ 2314 - Deer Valley Town Center-(02314) 3009 W. Aqua Fria Freeway, Ste #1 Phoenix 85027
Restaurant Team Member Crew (253 Metro Center) Phoenix, AZ 0253 - Metro Center-(00253) 3039 W. Peoria Ave., #C-105 Phoenix 85029
Restaurant Team Member Crew (357 Thompson Peak) Scottsdale, AZ 0357 - Thompson Peak-(00357) 15035 E. Thompson Peak Pkwy., Suite 1 Scottsdale 85260
Restaurant Team Member Crew (44th & Thomas) Phoenix, AZ 0041 - 44th & Thomas-(00041) 4423 E. Thomas Road (SEC), Suite B Phoenix 85018
Restaurant Team Member Crew (444 Maloney) Scottsdale, AZ 0444 - Maloney-(00444) 15425 N. Scottsdale Rd., Suite 160 Scottsdale 85254
Restaurant Team Member Crew (92nd & Shea) Scottsdale, AZ 0045 - 92nd & Shea-(00045) 9301 E Shea Blvd., #F102 Scottsdale 85260
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Restaurant Team Member Crew (916 Happy Valley) Peoria, AZ 0916 - Happy Valley-(00916) 9940 West Happy Valley Parkway, Suite 105 Peoria 85383

http://jobs.chipotle.com/phoenix-jobs

A DAY IN THE LIFE
FROM CREW TO RESTAURATEUR: REAL STORIES OF CHIPOTLE EMPLOYEES.
CHIPOTLE
MEXICAN GRILL
CLICK TO PLAY VIDEO

http://www.youtube.com/watch?v=gq3fp4riuHg

HOW I GOT MY JOB...

Crew Member - I applied online and the process took 2 weeks

Interview Details –I applied online and within a week was called to schedule an interview the next day. I dressed in black dress pants and a nice blouse for the interview and arrived 10 minutes early for the manager to begin it about 10 minutes later than expected. He had the formal interview sheet with questions and asked me to tell him about myself, what my friends would say about me, what I know about Chipotle and it I had the 13 characteristics they look for and why. I would suggest researching the company a bit so you can tell them what you know. After the interview he scheduled a follow up with the GM the next day. At that interview I arrived 5 minutes early and waited about 20 minutes to be interviewed by a manager and an apprentice. They had no interview sheet and asked me questions about myself, past experiences, the company's history and what I wanted to do with my future. The interview was relaxed and a great experience and they left me to discuss. About 5 minutes later they offered me a job and there

was negotiation with my wage and I am very pleased with the result. The interview process was positive and very professional.

INTERVIEW QUESTION –

- Tell us about yourself.
- What do you know about Chipotle?
- What do you want to do in your future?
- How would your friends describe you?

Crew Member - I applied online and the process took 1 week

Interview Details –I applied online and within a couple days received an email saying they would like to interview me. I went to the interview and it was with the apprentice. He was really nice and the interview was short and easy. He said he would set up a 2nd interview but this time with the Restaurateur. The 2nd interview was surprisingly a group interview; there were 6 other girls in the interview.

Basically the restaurateur just asked a question and we all went around answering them. All the questions were basic and not hard. Mainly just questions about you.

- Why do you want to work here?

Oh and they will ask questions about what you know about Chipotle. Just make sure you know what Food with Integrity means. You can find all that stuff on their website.

She then said we would get an email or call saying if we got the job. I received a phone call later that day saying I got the job! I've been working there for 3 months now and love it! :)

Interview Question – None.

All were basic and simple questions.

Crew Member - I applied through an employee referral and the process took 2 days

Interview Details –Easiest way to get a job at Chipotle is through a referral, which was exactly my case. My friend told me to come by at 5:00 pm to speak with the General Manager. The GM handled me the application, after he would look through at my application right in front of me and ask brief questions about my work experience. Then later that day the GM called and we set-up a formal interview.

We sat down and he started asking about:

- Why I want to work at Chipotle
- What I like about Chipotle
- What do I know about Chipotle

After answering those questions positively he said that it was me smiling is the reason he would consider hiring me.
Then after we set up a second interview... In the second interview, all he asked is if I'm willing to move up in the company and I said yes and he offered me the job...
Interview Question –
• How many times do you wash your hands when you go to the bathroom?

Prep Cook - I applied in-person and the process took 3 weeks

Interview Details –Initially they called for another family member to come in for a group interview. I stole the interview. Came in the next day, they sit you in a large circle and go one by one asking about experience, why they should hire you, what you know about the company, what you know about the culture. It ended up being 8 of us reiterating the same online info about Chipotles culture, owner, how it started, why. Etc. I handed them my resume and told them after the group interview that I wasn't called in but I came anyway. They told me to come back tomorrow for a second interview because it showed charisma. After the second interview it took close to 2 weeks for them to call me in to fill out paperwork for the hiring process.

Interview Question –No question was difficult, you will need to know a good amount of info on the company and have it memorized.

Negotiation Details –No real negotiation, it's a great process.

Crew Member - I applied online and the process took 5 days

Interview Details –I applied online and a few days later I got an email inviting me to the job fair being held at the location. I got there about 15 minutes early and had to put my name and phone number on a list along with 6 other people who had come for interviews. After about 30 minutes one of the crew members came out and took the first person on the list to a booth for a 1 on 1 setting interview (which I appreciated since I would hate to do a group interview and compete for attention and answers).

My turn came and it actually turned out to be a really fun interview as she seemed interested in learning about who I was as a person and not some drone that needs to list my qualifications in order to impress her.

SHE ASKED ME THREE QUESTIONS I WAS EXPECTING:

- Why do you want to work at Chipotle?
- Tell me something about yourself, what do you like to do?
- And do you know anything about Chipotle's history?

TIPSTER:

Read a few things about Steve Ells and 'Food with Integrity' on the site. They'll also tell you about the history in more detail after asking so stay responsive during that.

The rest of the interview we talked about ambitions and what it is like working at the specific chipotle and how close the crew is. It became a really comfortable interview for the both of us; it was cool having such a mutual bond in such a short time.

Honestly, I think the most important qualities you need to have for the interview is being comfortable with yourself, embracing what you're into, and emphasizing what you can bring into the chipotle team and that you will be able to get along with everyone. It was like a 20 minute interview and by the end she told me to come back the next day to have a second interview with the manager.

The next day I arrive and another person from the interviews the previous day came in shortly after me.

We actually were the only two who talked to each other the previous day so it was cool that we seemed to be the 'final two'.

We were talking about our interviews and comparing what we were asked (same exact stuff) and what we answered as we waited for the second interview.

The manager finally came out with another employee and they interviewed us both together which I didn't really think I would like, but we kind of played off each other’s answers so it became more of a team effort which was cool.

The questions were basically the same as the previous days, the only new one being, "What are 3 qualities that describe you?" She asked about our availability and asked if we had any questions. Then she and the other employee went in the back to discuss and shortly three other employees came to talk to us and get to know us.
They told us about their positions and the busiest days/times and asking us questions about our lives. I think they were mainly trying to see if we were easy to get along with and likable. I'm assuming we were because when they left to go to the back, the manager came back and said she was hiring both of us.
It was a really easy process actually. Just try to show you have a personality and that you can work in a team setting.

Interview Question –Before my first interview ended, she asked "What superhero would you be if you could choose?"

Crew Member - I applied online

Interview Details –I put in my application. About a week later I was called in for an interview. I went for my interview and was interviewed by a group. It was the manager and two crew members. It lasted for about 10 minutes at the most. A couple days later I was called back in for another interview. There, I was interviewed by a manager in training and she decided I could meet the crew. So, I went in the back and talked to everyone. After that, they said they would call with a decision. No more than a week later I received a call saying I was selected for employment. I went back to the store about a week later to fill out paperwork. After that I waited about a week and a half to get called in for orientation. I went and a week after that I was called with a start date.

Interview Question –

- They always ask why you shouldn't be hired. It's a trick question. Just tell them why they should hire you

Crew Member - I applied online and the process took 1 week

Interview Details –Interview went great for me! The only two things I didn't like were that they emailed me the day of the interview at around 12:00 pm, asking that arrive at the restaurant for 4:00 pm. That was more than enough time to get prepared, but had I not checked my email, I would've missed my window of opportunity.

My other concern was that when I did show up (15 minutes early), I had to wait around a bit longer than 4:00 before the hiring manager came out to interview me. I'm not complaining, considering I really wanted the job, but I felt like if I stuck to the set time, they should too.
Aside from that, I was interviewed by 2 managers, one was the actual hiring manager and the other was in training (He did most of the talking.) That lightened my load since he was in training and this was my first job interview. Everything went very smoothly after that.
His very first question/request was, "Tell me about yourself." Easy enough, I talked about school, sports, volunteering, one of my hobbies, and a couple of my strengths. Me bringing up school brought up a concern on their behalf of whether or not I'd be able to commit to the hours laid out for me, but I told them it wouldn't be a problem and explained why. They seemed understanding enough; they didn't even mind if I was late sometimes so long as I notified that at least that morning in advance.
The other manager asked me questions regarding my knowledge of the company. I owned that part of the interview considering I had done my research on the Chipotle website before showing up.

TIPSTER:

An important point there is, "Food with Integrity" which is basically Chipotle's program for ensuring fresh meat and veggies for the franchise. (**At some stores – this knowledge is a deal maker or a deal breaker…be forewarned**!)
She also asked why I wanted to work for Chipotle and I was honest and sincere (as you should be), so that was just as easy as talking about me.
Both managers seemed impressed overall, constantly smiling and laughing with me. At the end of the interview, they told me they would email me a response later that day or early the next morning. I got my "Congratulations and welcome to Chipotle!" email about 2 hours later.

Interview Question –Though I wouldn't call it "difficult or unexpected", they asked if I was familiar with Food with Integrity.

THE BRAND NEWEST USED JOB SHACK INSIDER:

Doing the application correctly is the key to getting called for an interview. This is so critical and important because their computer doesn't blink nor blush. It is a stone cold application killer. You either have all the key words and phrases spelled out in your application or you are not qualified.

People who have put in multiple applications before learning Rule Number Four had failed to get called.

Recently we had an applicant take the time to learn and fine tune Rule Number Four (she had previously applied with no luck) and as soon as they submitted their application , every store this side of the Mississippi were calling them to come in for an interview.

Furthermore to how critical doing the application correctly is, (there is some question about this but, it does makes sense) going out to the store will not help if the computer screener didn't approve you. This means that you could have ten years' experience but, if the computer didn't count enough key words or phrases, you were not put on the list that the managers see when they log into their system.

Rule Number Six is as critical to getting you hired. Everyone who has been hired in part because they came prepared as they had done their homework and many times knew more about the company than the manager who hired them. Research is so critical to you passing the interview. You need to also answer the question(s):

- WHY DO YOU WANT TO WORK HERE? (Saying you need a job is just right pitiful)
- WHERE DO YOU SEE YOURSELF GOING WITH THE COMPANY? (They like non-destructive ambition and willingness to grow with the company…say it in personal, human terms not business gobble goop)

You will know that you are a finalist if you get asked to come back and have lunch with the store crew. The manager wants to see if their opinion about you is correct and how well you play with others in a business-social setting. The best tip here is to be yourself and see if you like them – remember it is a two-way street.

What office job gives you the chance to make up to $130k ?

http://www.youtube.com/watch?v=5skRM-9S4Ng

APPLICATION

Resume Upload
Please upload your resume here. The system will automatically extract the relevant information included in your resume and fill out the corresponding fields within the online application. Please take the time to review the extracted information and make any appropriate changes.
If you do not wish to upload a resume, you will need to fill out the application manually.

Resume Upload Selection

I do not want to upload a resume.

Resume Upload Selection

I want to upload a resume.

Select the resume file to upload

Note: Once the process is completed, please verify the fields containing values automatically extracted from the resume. You may have to manually correct or fill out some of them.

==========

Additional Documents

Please attach any additional documents that you might have (e.g. cover letter, references, transcripts, portfolios, etc.). Once a file is attached, you can overwrite it by attaching a file with exactly the same name and extension.

Select the file to attach

Type of document (ie: Resume, Cover Letter)

This section displays basic information regarding the files attached to the candidate record. You can delete some or all the files. Also, please indicate which of the attached documents is your resume.

==========

Personal Information

Chipotle Mexican Grill, Inc. is an equal opportunity employer. We do not discriminate on the basis of race, color, religion, national origin, gender, age, marital status, sexual orientation, gender identity, disability, veteran status, genetic information, or any other basis prohibited by applicable federal, state or local law. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job related factors.

Legal First name (as it appears on your ID) this field is mandatory

Middle Name This field is mandatory

Last Name This field is mandatory

Preferred First Name

Email Address This field is mandatory

Street Address (line 1) this field is mandatory

Address (line 2)

City this field is mandatory

Zip/Postal Code This field is mandatory

Please select United States:

Place of Residence This field is mandatory

Country

State/Province

Nearest Major City

Preferred Phone Number This field is mandatory
Format: 999-999-9999
Do we have your permission to text message you on your mobile device? Message & Data rates apply. This field is mandatory – Yes No

Basic Profile Information

Indicate the employment preferences, conditions and interests in the fields below.
Employee Status This field is mandatory
Employee
Contract
Limited Term
Schedule this field is mandatory
Full-time
Part-**time**

Job Posting Notification

Select the checkbox below to receive an email notification whenever a new position matching this profile is posted.
Send an email notification whenever a new position matching this profile is posted.

Work Preferences

Employment Preferences
Please specify the work preferences such as the job field, the location, and the organization. Select the options that better correspond to the professional interests.
You must select at least one value in the section "Job Field".
Job Field
Category
Select one...Staff (Corporate) Restaurant Management Restaurant Operations Function
Select one...
Job Field Preferences

Work Preferences

Employment Preferences
Please specify the work preferences such as the job field, the location, and the organization. Select the options that better correspond to the professional interests.

You must select at least one value in the section "Location".

Location

State

City

Location Name

Location Preferences

Education

Education

List the educational experiences below, starting with the most relevant education.

Education 1

Institution

A drop-down list suggests values matching the text entered Select

Program

A drop-down list suggests values matching the text entered Select

Education Level

Status

Graduated from High School or GED

Remove Education

Add Education

Work Experience

Work Experience

Please list your work experiences below, starting with your current / most recent position.

Work Experience 1

Employer

A drop-down list suggests values matching the text entered Select

Job Function

A drop-down list suggests values matching the text entered Select

Current Job

Job Summary

Reason for leaving

Remove Work Experience

Add Work Experience

Summary

YOU MUST CLICK THE SUBMIT BUTTON ABOVE TO COMPLETE YOUR APPLICATION. Your Information will not be available to the hiring team until you click SUBMIT. This summary displays the information included in the job submission form. To modify information, click "Edit" next to the relevant section.

- PRINT OUT SO YOU HAVE A GOOD CHEAT SHEET FOR FUTURE APPLICATIONS.
- DID YOU GET YOUR KEY WORDS IN?
- HOW MANY? IF WAY UNDER 100…GO BACK AND KEEP ADDING TILL YOU RUN OUT OF SPACE.

Thank You - Process completed

You have successfully submitted your general candidate profile. You can review and update the information you provided each time you log in.
Should you have any questions regarding your work eligibility please contact us at (303)222-5000.

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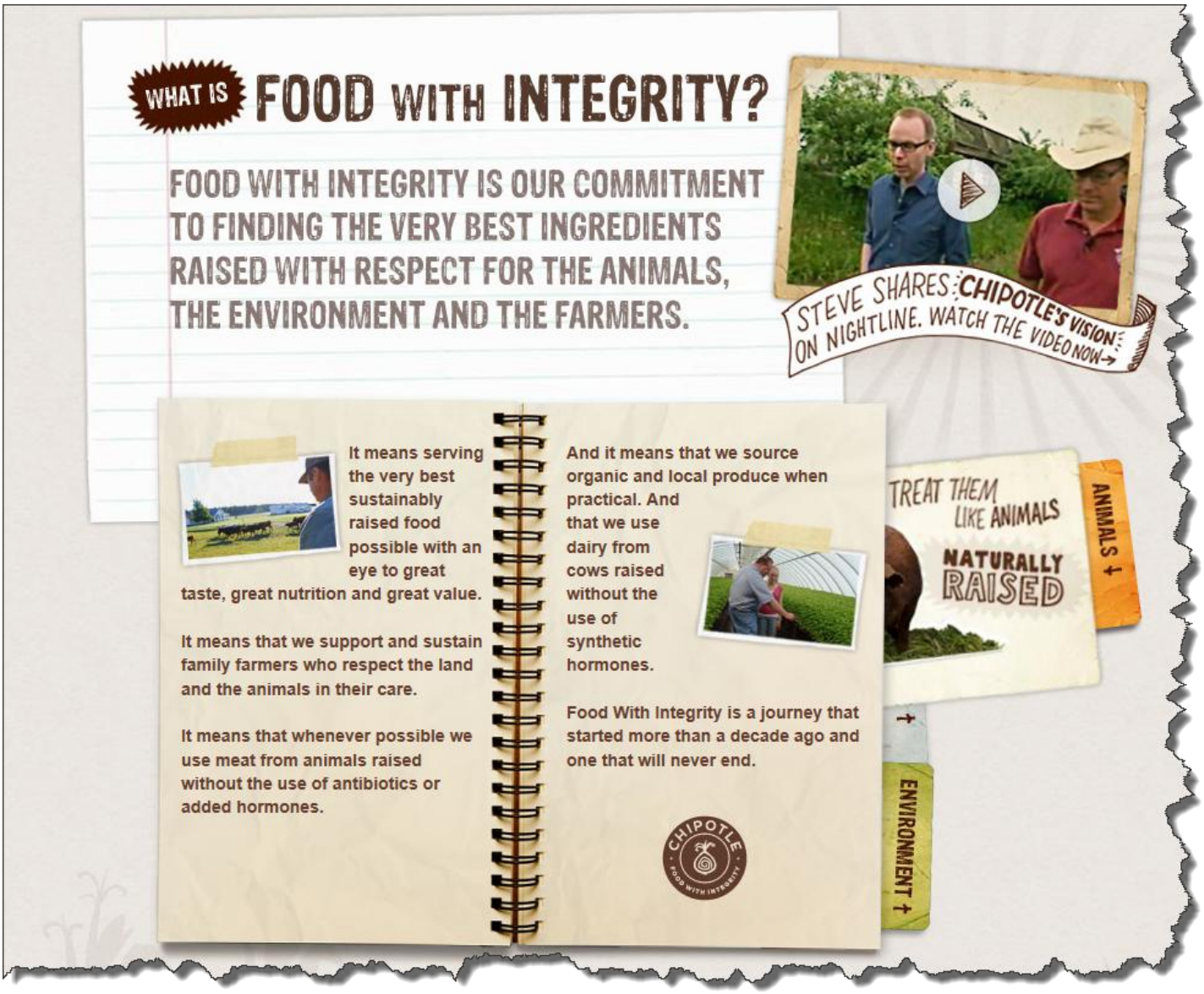
http://www.chipotle.com/en-us/assets/video/Chipotle_Nightline.mp4?Width=720&Height=486


WHAT IS FOOD WITH INTEGRITY?
FOOD WITH INTEGRITY IS OUR COMMITMENT TO FINDING THE VERY BEST INGREDIENTS RAISED WITH RESPECT FOR THE ANIMALS, THE ENVIRONMENT AND THE FARMERS.
STEVE SHARES CHIPOTLE'S VISION ON NIGHTLINE. WATCH THE VIDEO NOW→
It means serving the very best sustainably raised food possible with an eye to great taste, great nutrition and great value.
It means that we support and sustain family farmers who respect the land and the animals in their care.
It means that whenever possible we use meat from animals raised without the use of antibiotics or added hormones.
And it means that we source organic and local produce when practical. And that we use dairy from cows raised without the use of synthetic hormones.
Food With Integrity is a journey that started more than a decade ago and one that will never end.
CHIPOTLE
FOOD WITH INTEGRITY
TREAT THEM LIKE ANIMALS
NATURALLY RAISED
ANIMALS +
ENVIRONMENT +

This is critical must reading or just stay home...

http://www.chipotle.com/en-US/fwi/fwi.aspx

FWI FACTS
If you are hungry for more information about Food With Integrity, check out all of these little nuggets of knowledge. You can share them with your friends (via Facebook or Twitter) or whip them out at parties to become the FWI MVP.

http://www.chipotle.com/en-US/fwi/fwi_facts/fwi_facts.aspx

CHIPOTLE STORY
TAKE ONE YOUNG CHEF, TOSS IN A FORMER DOLLY MADISON ICE CREAM SHOP, MIX IT WITH THE DREAM OF CREATING A GOURMET BURRITO, AND VOILÀ - YOU GET CHIPOTLE. BUT THERE'S MORE TO THE STORY.
TAKE A LOOK AT THE CHIPOTLE TIMELINE →
SEE HOW I FIT INTO THE STORY.
OR ME.

http://www.chipotle.com/en-US/chipotle_story/chipotle_story.aspx

WE'VE GOT HISTORY: THE LIFE AND TIMES OF CHIPOTLE
Think of it as an autobiography with pictures. Take a quick glance at some key points in Chipotle's history.
DOLLY MADISON
Dolly Madison ICE CREAM
1993
First Chipotle opened at a former Dolly Madison ice cream location.
2
3

http://www.chipotle.com/en-US/chipotle_story/where_did_we_come_from/where_did_we_come_from.aspx

When I opened the first Chipotle in Denver, Colorado I certainly didn't have any intention of opening more than just one restaurant. I just wanted to build a place where you could eat delicious food made of the finest ingredients quickly and affordably. As it turns out, it was an idea people could get behind.

As Chipotle began to grow and expand, I learned quite a bit about the way most of the food in the US is produced and processed --- and what I learned was pretty grim. Pigs are raised in stark confinement, produce is grown on vast factory farms with little or no regard for the environment, and dairy cows are confined and injected with hormones that can make them ill in an effort to increase their milk production.

But I also learned that there is a better way. I met ranchers and farmers dedicated to raising livestock and growing produce using responsible, respectful, and sustainable techniques. By partnering with these producers we have increased the amount of naturally raised meats and responsibly grown produce we purchase exponentially.

We are proud of our accomplishments, but there is still a long way to go.

"Food with Integrity" is our commitment to always look closer, dig deeper, and work harder to ensure that our actions are making things better, not worse. It's our promise to run our business in a way that doesn't exploit animals, people or the environment. It is the philosophy that guides every decision we make at Chipotle.

Thanks for your support, and check back on our progress. We are excited about what the future holds.

SE

The first, ever Chipotle
(880 square feet of awesome)

Paul Willis of Niman Ranch
(making some friends)

Steve with Monty Moran
(Co-CEO extraordinaire)

"BUT…I AIN"T READY FOR THE MAJOR LEAGUES LIKE THE CHIPOTLE!"

We understand that you are scared and still don't totally believe in yourself. This happens to the best of us and that is something that takes time, experience and a rethinking of who and what we are. So, if you are a novice or don't have the gift of a jab to talk your way into a job at the Phoenician; we have different avenues and venues where you can learn and cut your teeth in the industry.

AUNTIE SUE AND UNCLE BOB
USED JOB SHACK
E-BOOK EDITION
Unemployed
IT'S A FRIDAY SPECIAL
HOMEGROWN
UMOM
Next Orientation Begins @ 8a on March 9th
Next Training Class Begins @ 7:30a on March 16th
This is a great opportunity to get a foundation in the Food Service Industry and a head start on the path to the best job you will ever love…limited slots available! Don't let this opportunity slip you by. Act now and get registered!
Food Service Training Program
Nine week program to prepare you to work in the food industry as dishwashers, line cooks and prep cooks.
Program participants will receive:
Uniforms
Food handler's card
Certificate of Completion
Resume showcasing new skills!
Barista Training Program

Culinary Programs are a great place to take your home grown skills and polish them into pro skills that will be worth the effort as it gives you the skills you need to get fast tracked into the industry. The UMOM Culinary Program is such a program where you get the chance to get used to working in a professional kitchen, operating profession equipment and (importantly) how to operate as a team in a fast pace, high volume, commercial kitchen. Add into this that you learn your knife skills…you will be golden upon graduation!

INTERESTED? GET OUR SPECIAL E-BOOK ON THE PROGRAM HERE:

http://www.slideshare.net/fredgwest1999/fridayspecial

TOO COOL FOR SCHOOL?

JUMP RIGHT INTO THE INDUSTRY

We understand that many of you are too cool for school or already have some semi-pro or minor league experience(s). In this case, we got you covered and have produced our 2015 Edition.

AUNTIE SUE AND UNCLE BOB
USED JOB SHACK
E-BOOK EDITION
HOMEGROWN
UMOM
COOKING UP A NEW FUTURE
The goal of Homegrown is to help people gain marketable skills so they can become employed, attain and maintain housing, and avoid future homelessness. Homegrown operates two programs: the Food Service Training Program and the Cafe Market Training Program.
Food Service Training Program

“How to get started in the Food Service Industry.”

In this 120 page edition E-Book, we will work you through the things that you need to know, what you need to learn or do to impress the Iron Chef into giving you a shot at being a part of their crew. We also show you that there are a couple of opportunities that will turn junk, teenage jobs into careers that range from $40,000 to $129,000 without training or education. Got your attention?

GO HERE TO GET OUR SPECIAL ISSUE E-BOOK:

http://www.slideshare.net/fredgwest1999/z-cooking-up-a-new-future

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Chipotle to Offer Part-Time Workers Paid Vacation, Sick Pay, Tuition Reimbursement

All employees, including part-time workers, at Chipotle Mexican Grill Inc. are set to get a boost in benefits starting July 1, including paid vacation time, sick pay and tuition reimbursement, the company has announced.

Chipotle, based in Denver, Colorado, said the benefits, which were previously offered to salaried employees, will hopefully lead to career-building for workers and help recruit high school and college students, the company's "target demographic" for its entry-level jobs. The move comes as U.S. fast food chains face increasing pressure to increase wages and improve working conditions.

A spokeswoman for Chipotle confirmed the policy change to ABC News today. The company has about 53,090 employees, including approximately 48,500 hourly employees, as of December 2014.

“It’s an incredible statement by our leadership about how much we want to invest in the best people we have and to keep them with us,” Chipotle recruitment strategy manager JD Cummings said at the annual Summer Brand Camp marketing and human resources conference last week, reported Nation's Restaurant News. The event was sponsored by Dallas-based analytics firm TDn2K.

Interested in the insider Intel

How to get hired @ a $40k job*

* Not Management but as a Sales Associate…Food Prepper!

COURTESY: QUIKTRIP

Here we have the inside skimmy, the Intel on the process of getting a job with QT. This included giving you a look at the application and the assessment.

We breakdown the process because you get one shot at this and if you don't understand the process, you are out of luck Bubba!

We figured it out and we are willing to share this with you.

LEARNING THE SECRET

In the world of job seeking there are secrets, little known and carefully guarded methods of turning job seeking into employment. These are rarely if ever shared with job seekers as the more people who know about them; the more likely is that they will fail you.

These are closely guarded and because they are, they still can turn you into an employed worker.

This is why we are widely disliked in the Workforce Industry as we are willing to teach you that job seeking is not rocket science but, it simple and effective if you learn a few simple rules.

We are willing to share and educate you because our business plan does not depend upon us keeping you uneducated. At the USJ, there are no revolving doors as we share in your success rather than profit from your continued failure…here is a big one we will now share with you!

MOST EVERYONE IS OVER-QUALIFIED…

- **MOST COMPANIES START HIRING AT 16 YEARS OLD**
- **MANY ENTRY-LEVEL RETAILS JOBS REQUIRE NO EXPERIENCE BUT REQUIRE GOOD PEOPLE SKILLS, PEOPLE WHO LIKE TO HELP OTHER PEOPLE AND THAT HAVE AN INTEREST IN WHAT THE STORE SELLS.**
- **CASH HANDLING AND/OR GOOD MATH SKILLS ARE A PLUS – ESPECIALLY IF YOU ARE GOING TO BE A CASHIER.**

ARE YOU THIS MOTIVATED TO GETTING A NEW JOB?

THE COMPETION IS!

GIVE YOURSELF THE EDGE WITH THE USED JOB SHACK!

QT Kitchen puts new spin on gas station grub

When you hear “gas station” dining, you probably get images of hot dogs and taquitos rotating around endlessly. They’re foods eaten out of drunkenness or desperation because it’s 3:30 a.m. and nothing else is open.

No sober person ever says at 7 p.m. “I could really go for a weird tube of buffalo chicken right now.”

There are exceptions, like gas stations with attached fast food restaurants, or the pizza at Casey’s, but

your quality restaurant dining options are few and far between. But QuikTrip has taken a shot at expanding your choices beyond Funyuns and holiday-specific doughnut holes.

QuikTrips have remodeled with QT Kitchens, which feature made-to-order food and premium drinks.

So you can get an Italian three cheese toasted sandwich, a personal pizza, soft pretzels, flatbreads and kolaches, along with Dairy Queen-esque ice cream treats.

The QT Kitchens are manned by dedicated staffers, so you’re not waiting for someone to scan in 47 lottery tickets before you get your Philly cheesesteak.

I walked up to the counter and was greeted by a touch screen full of options like a chicken quesadilla, a toasted American bacon cheddar sandwich or a cinnamon sugar pretzel. After some consideration I went with the Spicy BBQ Steak flatbread ($3.99). I wanted to see what gas station steak tasted like.

The sandwich contains chopped steak, cheddar cheese, and crispy jalapenos and is topped with barbecue sauce. The screen gave me the option of adding dipping sauces like icing, marinara and garlic butter. I passed on those, placed my order, was handed a receipt and was told I could pay at the front register and do any other shopping I wanted. I went and got a massive iced tea ($1.29) and a bag of Flamin’ Hot Cheetos ($1.49) and made my way up to pay.

By the time I had paid, my sandwich was done.
There are no inside seating options, and the outside metal tables were a bit cold for a November day, so I headed back to the office.

So how is a gas station steak sandwich? Not bad.

The barbecue sauce was good, the crispy jalapenos added flavor and it maintained its heat on the drive back to work. For $4, it's a pretty good sandwich.

For food made near 5-Hour Energy drinks and thousands of gallons of petroleum, it was pretty satisfying.

On a scale of Tacopocalypse to Taco Bell, it's much closer to Taco Bell, but way past the dried-out spinning things you find at most…

JUNK JOB?

NOW WAIT A MINUTE THERE BUBBA!

BUT IF YOU WORK THE CASH REGISTERS AT QUIKTRIP, IT'S AN ENTIRELY DIFFERENT STORY.

The convenience-store and gas-station chain offers entry-level employees an annual salary of around $40,000, plus benefits.

Those high wages didn't stop QuikTrip from prospering in a hostile economic climate. Many employers believe that one of the best ways to raise their profit margin is to cut labor costs. But companies like QuikTrip, the grocery-store chain Trader Joe's, and Costco Wholesale are proving that the decision to offer low wages is a choice, not an economic necessity.

All three are low-cost retailers, a sector that is traditionally known for relying on part-time, low-paid employees. Yet these companies have all found that the act of valuing workers can pay off in the form of increased sales and productivity.

Can I choose the store I work in?

No. QuikTrip will assign you to the store that has an opening for your position and best meets your abilities and experience. Every effort will be made to assign you to a location that is reasonably close to where you live.

Will I have to work weekends and holidays?

Yes. QuikTrip stores are always open, which means most store team members will work on weekends. All Store Managers and First Assistant Managers are off on weekends. That's the reward for doing your job well and earning promotions.

If your normally scheduled shift falls on a holiday, you will earn time and a half for most holidays worked; with double-time pay for Christmas Eve and Christmas Day.

What is your dress code?

QuikTrip provides free work shirts, and khaki slacks and shorts are available at cost. We're also picky about the appearance of the employees who wait on our customers: no beards, goatees, or visible tattoos, body piercing or tongue posts while on duty at QuikTrip.

What kind of security measures do you have?

Safety is a priority above all other priorities. We take extensive measures to ensure employees and customers enjoy the QT experience with unfaltering confidence.

To begin, new team members receive comprehensive safety and security training. All stores are brightly lit, inside and out, with multiple sophisticated alarms and digital video cameras in place, and specially designed drop safes are accessible only to the armored car service.

For additional safety, check stands are raised, providing employees visibility within the store, and windows are clutter-free, providing open visibility from the store to the fuel pumps and street

JUNK JOB?

NO WAY…BUBBA! OPPORTUNITY!

With the Phoenix Division currently consisting of 105 stores; 87 of those are in the Phoenix metropolitan area and 18 are in Tucson.

APPLY IN PERSON…

1116 East Broadway Road, Tempe, Arizona 85282

OR ONLINE…

http://www.quiktrip.com/Jobs/Apply

PAY

Position	Hours/Week	Starting Rate	Weekly Pay	Estimated Annual
Relief / Night Assistant	46	$10.99	$538	$37,100 (includes bonus)
Part-Time Clerk	varies	$8.50	n/a	n/a

Relief Assistant Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total Hours
From	Off	3:00 PM	11:00 PM	11:00 PM	Off	6:00 AM	6:30 AM	
To	Off	12:00 AM	8:00 AM	8:00 AM	Off	4:00 PM	3:30 PM	46

Night Assistant Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total Hours
From	11:00 PM	11:00 PM	Off	Off	10:30 PM	10:30 PM	11:00 PM	
To	8:00 AM	8:00 AM	Off	Off	8:00 AM	8:00 AM	8:00 AM	46

Part Time Hours Available/Desired to Work

* indicates a required field."

Be sure the hours you enter are accurate because these hours will be the hours we expect you to work if you are hired.

What is the earliest you can come in and the latest you can stay?

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
From	7:00 AM	7:00 AM	7:00 AM	7:00 AM	7:00 AM	7:00 AM	7:00 AM
To	4:00 PM	4:00 PM	4:00 PM	4:00 PM	4:00 PM	4:00 PM	4:00 PM
Anytime	☐	☐	☐	☐	☐	☐	☐

* Total number of hours you are available to work:

Employees are required to work their regularly scheduled shifts. Since QuikTrip stores are always open, these will include shifts during holidays.

1 2 3 4

The job is physically demanding, requiring you to be on your feet up to 10 hours a day

1 2 3 4

Punctuality is a must since Store Team Members rely on you to have the store ready for peak sales periods. All employees are expected to be at work on time. Failure to come to work on time will result in disciplinary action.

1 2 3 4

Since QuikTrip employees work independently, there is not opportunity to eat lunch or dinner off premises. Employees usually can eat during a slow sales period. Anyone working 4 hours or less will not get a lunch or dinner break.

1 2 3 4

QuikTrip prohibits smoking or dipping inside the store. Although employees of legal age may smoke or dip outside the building, opportunities to do so are infrequent due to high sales volumes. Employees are expected to work on outside tasks while smoking or dipping (not around gas pumps), if customer flow allows for a break.

IF YOU DO NOT USE TOBACCO PLEASE SELECT 3 FOR YOUR ANSWER

1 2 3 4

QuikTrip has a strict policy on sick time allowed. Employees are allowed 10 sick days and 5 personal days during a rolling 12 month period. Personal days are unpaid and sick days are paid ONLY if you have accrued sick time. Employees missing more than their allowed time off will be subject to disciplinary action.

1 2 3 4

QuikTrip customer service and operating standards are extremely high. Maintaining stores to QT standards means doing repetitive and routine tasks, including some which you may not like, such as: emptying trash, picking up the lot, mopping floors, cleaning rest rooms, sweeping lots, working in walk-in coolers/freezer, sorting cans and bottle returns, etc. All employees are required to complete tasks in the allotted time period.

1 2 3 4

All QuikTrip employees are required to wear only specified uniforms (QT red polo shirt and business khaki slacks or shorts) and must comply with the employee appearance standards. Therefore, beards, tongue posts, gages, visible pierced body parts (except earrings for women) and immoderate hairstyles of questionable taste are not allowed. All body art, including dermal implants, must be covered while at work.

1 2 3 4

Vacation time off is earned. To be eligible for vacation with pay, an employee must have worked full-time for at least six months and is only entitled to the amount of vacation accrued during the last fiscal year (the end of April is QT's fiscal year end). After which time, you may submit a request for approval to take vacation time that has been accrued. Vacations are scheduled by position by seniority. Part-time employees start earning vacation pay after two years.

1 2 3 4

Part-Time Clerks work a varied number of hours. Clerk hours and schedules are under constant adjustment based on transactions and tasks to be performed.

1 2 3 4

Entry-level Relief Assistants work two morning's shifts, two mid-night shifts and one evening shift. 46 hours per week. Entry-level Night Assistants work 5 midnight shifts, with weekdays off. 46 hours per week. If applying for Part-Time Clerk, put 4 as your answer.

1 2 3 4

Staffing of part-time help is dependent on sales. Since the Night Assistant's schedule is the slowest sales period, Night Assistants typically work alone during the night hours. If applying for Part-Time Clerk, put 4 as your answer.

1 2 3 4

If an employee calls in due to illness or for time-off, QT has an Extra Relief program to cover most of these situations. From time-to-time you may be required to work over your scheduled end of shift or work an extra shift if no one else is available to fill the shift.

1 2 3 4

In the event that you are hired to work for QuikTrip, you will be required to successfully complete an Initial Training period and meet QuikTrip high standards. Some trainees do not complete this training. You will receive verbal and written feedback on your performance each day. In the event that it is determined that you will not be able to meet the expectations of your position your employment will be terminated.

1 2 3 4

Are you willing to go out of your way to help a customer if needed? i.e. carry their groceries, help with pumping gas or giving directions?

Yes No

QuikTrip computer system uses fingerprint registration for some functions to log into the system. All store employees are required to use fingerprints to clock in and out, review documents etc.

1 2 3 4

You may have to work with people that range in age from 16 to 60+.

1 2 3 4

Have you ever ran a cash register/given back change? If yes, enter the number of months/years in the comment box.

Yes No

Have you worked in a customer service job? If yes, enter the number of months/years in the comment box.

Yes No

Would you be able to: Run a cash register for extended amounts of time?

Yes No

Would you be able to: Clean Restrooms?

Yes No

Would you be able to: Work in a freezer that is zero degrees or colder?

Yes No

QuikTrip top priority is customer service. Most of our customers are pleasant to deal with. Occasionally, employees will deal with difficult customers who become belligerent, shoplift, are intoxicated, etc. QuikTrip employees must know how to successfully diffuse these situations. Also, QuikTrip unconditionally guarantees to customers all products for 100% refund or exchange.

1 2 3 4

Would you be able to: Clean gas pumps?

Yes No

As an Assistant Manager or Clerk, you will be required to work weekends.

1 2 3 4

Would you be able to: Empty Heavy, dirty Trash cans into a dumpster?

Yes No

I would approve QT running a criminal background check on me (must accept to be employed)

Yes No

I Have been convicted of a crime or pled 'No Contest' to a crime other than a traffic ticket. If YES, please explain in the comment box.
Yes No
I have been caught in a sting operation selling tobacco or alcohol to a minor?
Yes No
What is your primary source of transportation to and from work?

Personal Vehicle Public Transportation Friend or Relative Other-Add comment
---

If hired for a Part Time Store position, I understand that I cannot work for other convenience stores or fuel centers and would have 30 days from hire to terminate that position.

If hired for a Full Time Store position, I understand that I cannot work for other convenience stores, fuel centers, or a vendor that services QuikTrip stores and I would have 30 days from hire to terminate that position.
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TIPSTER: ANSWER ALL SURVEY QUESTION "4"

Why do you want to work at QT?

This is at the end of the application. This is the make or break question. Please don't say because I need a job! If that's your answer, STOP HERE…DO NOT fill out the application or waste your time going over to the corporate office – they will pass on you and/or hurt your feelings. If app stops you and says apply in 6 weeks page back and correct your wrong survey answer until you get the application form.

At QuikTrip, 92 percent of employees say their workplace is great

94% Management is honest and ethical in its business practices.
93% We have special and unique benefits here.
93% Our facilities contribute to a good working environment.
92% Management is competent at running the business.
92% Management is competent at running the business.

EMPLOYEE RATINGS

- GREAT CHALLENGES 96%
- GREAT ATMOSPHERE 95%
- GREAT REWARDS 96%
- GREAT PRIDE 97%
- GREAT COMMUNICATION 97%
- GREAT BOSSES 96%

QUIKTRIP HAS BEEN AWARDED:

- Best Workplaces for Diversity 2015 (ranked 37)
- Best Workplaces in Retail 2015 (ranked 9)
- 100 Best Workplaces for Millennials (2015) (ranked 69)
- Fortune's 100 Best Companies to Work for® 2015 (ranked 54)
- Great Workplaces in Retail 2014 (ranked 3)
- Fortune's 100 Best Companies to Work for® 2014 (ranked 48)

PERKS AND PROGRAMS

- Meeting with Chet every year: No Undercover Boss here! We get to eat great food and hear the state of the company, what QT is currently working on along with what is being planned for the next five years. The thing about Chet, he is transparent in what is going on with QuikTrip... it is what it is! Each employee leaves with a neat gift. Every employee also has a chance to win $500 or a week's vacation!
- QT has doctors available in all markets: If a particular plan is selected at the start of the year, employees and their family can typically get into the doctor the same day for free. Many of these doctors just see QuikTrip employees/families. Free...

- QT honors employees for anniversaries: When a Fulltime employee hits 1 year with QT, they get a cool jacket - Part-time employees at 2 years. At five years, they get to spend $400 of QT's money to order gifts. At 10, they get $1,000 to spend on gifts. At 15, $200 to spend but also $3,000 net after taxes to use on a vacation. At 20 years, $300 plus $5,000 in cash or stock in the Retirement Plan. And, at 25 years, QT pays an employee to take a sabbatical for a month!
- Division Picnic/ Party: Every year each division has a picnic in which all employees and their immediate family is invited to attend. Great food! Games for the kids and even for the adults. It's another time in which you can catch up with others in your market.

We work hard: At the end of the day, we hope to have impacted a few thousand people in a positive way!

To feel a sense of pride that the same people will come in day after day to see us but to also be able provide food and beverage selections to satisfy and in a clean well stocked stored; to sell first timers/ travelers and their little ones on QT! And, hard work and taking care of customer/ employees can equate out to future promotions and a career!

COMPENSATION BY THE NUMBERS

$45,940

Average salary and additional cash compensation for Night Assistant Manager

$77,053

Average salary and additional cash compensation for Store Manager
50% - 401(k) match of employee's contribution, up to 3% of an employee's salary
79% - Company-paid health coverage for employees
60% - Company-paid health coverage for dependents
$4400 College Tuition Reimbursement

COMPENSATION PROGRAMS

- 401(k) or 403b plan
- Pre-tax savings account
- Employee stock ownership plan

PERKS TO MAKE LIFE EASIER

- Free beverages during the day
- Convenience store
- Discount ticket sales
- Banking
- 10 days Holidays & vacation days after one year of employment

WORK-LIFE BALANCE PROGRAMS

- Paid sabbaticals
- Flexible schedule (20% use it)
- Lactation room(s)
- Unpaid sabbaticals
- Phased retirement planning

HEALTH INSURANCE COVERS

- Dental care
- Prescription drug subsidy
- Alternative treatments, such as acupuncture, homeopathy, or chiropractic
- Vision care
- Mental health care
- Fertility treatments

ONSITE HEALTH BENEFITS

- Breast cancer screening
- Skin cancer screening
- Blood pressure screening
- Complete biometric screening
- Prostate cancer screening
- Cholesterol tests
- Flu shots
- Medical facilities

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How to Get Hired

What key characteristics tell you a prospective employee will be a great fit for your company?

We look for pretty smart folks with a lot of energy who are self-motivated that are really comfortable talking to and taking care of the needs of customers. Prospective new employees must not have concerns of doing physically challenging work – standing on their feet up to ten hours a shift, cleaning, and the stocking of product for retail sales.

Are there any unusual or especially rigorous steps of your hiring process that candidates should be aware of?

No

What should interested candidates do to find out more and get started?

Please visit www.quiktrip.com and start your application!

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Unlike other gas station and convenience store chains, QuikTrip has extremely low employee turnover. Only 13% of workers leave compared to an industry average of 59%. That's a credit to the company's above-industry average pay and what employees say is an overall friendly and supportive atmosphere.

QuikTrip awards workers for one, five, 10, and 15 or 20 and more years of service with the company, which can include cash gifts. Store attendants can also get $50 bonuses if they receive a perfect score on a mystery shopper review.

"We are truly treated as individuals and the company takes a personal interest in each of us," said one employee.

"I believe this is unheard of when a company grows to the size we are. We actually have to open new markets to create movement to give your employees an opportunity to advance because no one leaves."

http://www.quiktrip.com/Jobs

USED JOB SHACK INSIDER: QT

Part Time Clerk Interview

I applied online. The process took a week

Interview Details: While I went to QuikTrip on day, I saw a sing on their window that stated that they were looking for someone to hire. i was looking for a job, so I decided to apply. What could possibly go wrong, you know? I didn't expect to get a call back, but two days later I got a call from a manager that wanted me to take a simple math test. It was easy, basic arithmetic, make sure that you know how to count change and subtract correctly. You must get a 100% on this. They told me that they'll call me back to set up an interview, and they called back within 2 hours. I went in to take the interview, being confident, but I didn't do well enough to get the job unfortunately.

Interview Questions

• What makes you better than other candidates?

Part Time Clerk Interview

I applied online. The process took a week

Interview Details: Easy Test on Computer. Simple Math equations and ethics test. Interview was easy. If you smile, you're hired. By far the easiest job I've ever applied for. Position offered during first interview. The same with all of my co-workers.

Interview Questions: There weren't any. Just smile. The first week or two is your sink or swim portion. The interview is a formality.

Part Time Clerk Interview

I applied online

Interview Details: Well I don't feel it right to give as many details about the interview process as this asked me to do. You do go and have a simple math test done (it's a major need for when you work at QT), you watch a video about the company, you leave. That's when they give you a call back if they want to interview you. You then go to the corporate office for an

interview. You have 2 weeks of training which doesn't ensure you're hired until after you pass training. It's fair, it's hard work but it's very much worth the work.

Interview Questions:

- Why did you leave your last job?
- Are you willing to work without breaks?
- Why work at QuikTrip?

Part Time Clerk Interview

I applied online

Interview Details: The 1st thing I did was that I applied online, after one week I got a call. They told me that I had to go up to their main office in Euless, Texas to take a math test and hopefully get the interview afterwards. I got there, took the math test and the lady in the front office told me that she would check how I did than after 5 minutes she told me I had do a great job and that I had got the interview. So she told me to wait a few moments. I went in to room for my interview. He asked me when I was able to work and because I was almost out for summer from school he asked me how many hours I could work then he asked me the type of clubs or activities I did in school and I told him the things I did. At the end of the interview the guy gave me a coupon and asked for my I.D for a background check. He told me that if I met the requirements for the job I would be called and if I didn't they would send me a letter. The next day I got a call again and they told me I had got the job.

Interview Questions:

- What Makes You The Best Candidate For This Position?

Part-time Clerk Interview

I applied online. The process took a week

Interview Details: I applied online on a Sunday and was called the next day. To be clear, that **NEVER** happens. Everyone else I spoke with said it took about two weeks before they were contacted. You will be reached at the phone number you provide and an interview date will be set up. You will take a test to see how well you can count change back before your interview and then you will be taken to a room where you will be asked about yourself, strengths and weaknesses, and logistics about which store you will work at.

Interview Questions:

No matter what, in every single interview, you will be asked verbatim, "Why should I hire you?" I felt like this was a make or break question. Give a good reason why they should pick you instead of someone else! Otherwise that other person in the next interview room will and they'll give them the job.

Part-time Clerk Interview

I applied online. The process took 1+ week

Interview Details: Applying online you will be presented with a simple form to fill in your personal information and availability. I got a call within a week for a phone interview. Set up a time to go to the division office. Upon arriving, you are required to watch a video about working at QT, and take a math test. It isn't hard, but if you aren't good with math, don't even bother. Our computers don't tell us the amount of change to give, you have to do it all in your

head. After the test, you will wait a few minutes and get a personal interview. If you make it through, you will need to come in the next time they have orientation, mine was on a Monday evening. At this point, so long as your availability isn't changing, and you still want the job, you will at least have the opportunity to go into training. Orientation takes 2-4 hours depending on the size; my group was about 25 people. You will fill out lots of paperwork and order your uniforms. You will be assigned to a training store and have 5 days to learn and prove yourself. If you are getting it, but maybe a little slower, you will get an extra day or two to train. If you make it through (about 75% of people) you will move on to your permanent store. Congratulations, you have just started a journey with an excellent company, and should you desire, will have a long and fulfilling career ahead of you.

Interview Questions: All questions are pretty much standard..

- Why do you want to work at QT?
- How would you handle a rude customer?
- What skills do you possess that would make you an ideal employee?
- If you witness someone trying to steal what should you do?

Nothing too difficult, I always struggle with the last question though (do you have any questions for me?)

I tend to ask questions as we go during an interview, and always respond with "I know it's not great to not have questions, but I think we covered all of my concerns. I would be happy to address any concerns or reservations you have regarding my fit for this position." And that always seems to work quite well, I highly recommend that line.

WHAT THE EMPLOYEES SAY:

- "Not for the lazy! That is why they pay us so well!"
- "Good pay, reasonable schedule, bonuses, opportunity for advancement in position in the stores or in management..."
- "Excellent pay, management, benefits, and work environment. They see each employee as an investment, as opposed to an expense..."
- "I am a 17 year old part time clerk and so far I love working at QT, the work is fast paced and busy!"
- "It's a family environment. Work hard play hard. Great room for upward movement. Rewarding experience..."
- Close to home - Part time work at a competitive hourly wage - Teaming environment - Goal driven - Privately owned..."
- "It's made me a better employee and a more sociable person"

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"BUT I DON'T HAVE INTERVIEW CLOTHES!"

Dress for Success for most of our residents is (**get this**) CLEAN Clothes, a recent bath/shower and the fate that entry level employers are more concerned with their skills than their lack of a power suit. – Dudes!

"THE MORE PEOPLE MAKE, THE BETTER LIVES THEY'RE GOING TO HAVE AND THE BETTER CONSUMERS THEY'RE GOING TO BE. IT'S GOING TO PROVIDE BETTER JOBS AND BETTER WAGES."

JIM SINEGAL, FOUNDER OF COSTCO

on why he supports raising the minimum wage.

"Like" us on Facebook by searching for "Raise the Minimum Wage."

LEARNING THE JEDI SECRET

In the world of Jedi job seeking there are secrets, little known and carefully guarded methods of turning job seeking into employment. These are rarely if ever shared with job seekers as the more people who know about them; the more likely is that they will fail you.

These are closely guarded and because they are, they still can turn you into an employed worker.

This is why we are widely disliked in the Evil Empire's Workforce Industry as we are willing to teach you that job seeking is not rocket science but, it is simple and effective if you learn a few simple rules.

We are willing to share and educate you because our business plan does not depend upon us keeping you uneducated. At the UJS, there are no revolving doors as we share in your success rather than profit from your continued failure…here is a big one we will now share with you!

MOST EVERYONE IS OVER-QUALIFIED…

- **MOST COMPANIES START HIRING AT 16 YEARS OLD**
- **MANY ENTRY-LEVEL RETAILS JOBS REQUIRE NO EXPERIENCE BUT REQUIRE GOOD PEOPLE SKILLS, PEOPLE WHO LIKE TO HELP OTHER PEOPLE AND THAT HAVE AN INTEREST IN WHAT THE STORE SELLS.**
- **CASH HANDLING AND/OR GOOD MATH SKILLS ARE A PLUS – ESPECIALLY IF YOU ARE GOING TO BE A CASHIER.**

ARE YOU THIS MOTIVATED TO GETTING A NEW JOB?

THE COMPETION IS!

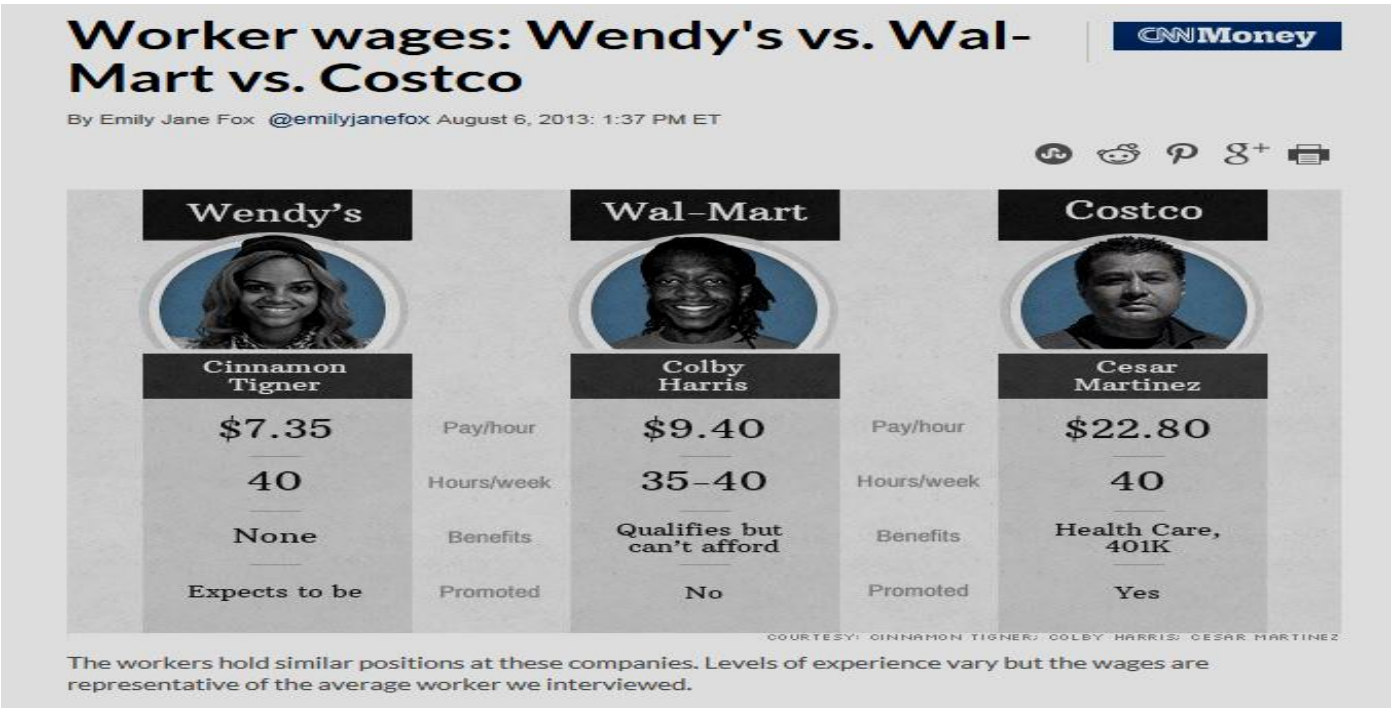
GIVE YOURSELF THE EDGE WITH THE USED JOB SHACK!

WHY YOU SHOULD SHOP AND (MAYBE) WORK AT COSTCO!

Not only does Jim Sinegal and Costco's Management Team say this but, they have put the corporate wealth into being a better employer and the loyalty that have establish with paying a living wage has made them a one of the most successful companies in the world.

http://www.slideshare.net/fredgwest1999/10-apr-14-thursday-night-special
(FREE STUDY GUIDE HERE)

Costco Pays Employees Double What Other Companies Do…



Cesar Martinez, a 37-year-old fork lift operator, has worked at a Costco in North California for 19 years. He makes $22.82 an hour, gets health benefits and a pension plan. He manages to save, and doesn't worry about hospital bills for his daughter, who suffers from asthma. "That's the reason why I've been here for so long," he said. "The company gives you a decent wage and treats you with respect and takes care of you. That's why we all give 100%."

Research shows that it pays to pay employees well, because satisfied workers are more productive and motivated, according to MIT Sloan School of Management professor Zeynep Ton, who focuses on operations management.

"How many times have you gone to a store, and the shelves are empty or the checkout line is too long, or employees are rude?" she said. "At Costco, you see a huge line that disappears in minutes."
The productivity translates into sales, she said.
According to Ton's research, sales per employee at Costco were almost double those at Sam's Club, its direct warehouse competitor owned by Wal-Mart.

December 30, 2013
HUFF POST BUSINESS

Costco CEO:

RAISE THE MINIMUM WAGE TO MORE THAN $10/HR.

President Barack Obama wants to raise the federal minimum wage to $9 per hour. And the CEO of one of America's largest retailers says such a move would be good for workers and businesses alike. In fact, he says raise it even more.

On Tuesday, Costco CEO and President Craig Jelinek came out in support of the Fair Minimum Wage Act of 2013, which aims to raise the federal minimum wage to $10.10 per hour, and then adjust it after that for inflation.
"At Costco, we know that paying employees good wages makes good sense for business," Jelinek said in a statement. "We pay a starting hourly wage of $11.50 in all states where we do business, and we are still able to keep our overhead costs low."
"An important reason for the success of Costco's business model is the attraction and retention of great employees," Jelinek added. "Instead of minimizing wages, we know it's a lot more profitable in the long term to minimize employee turnover and maximize employee productivity,

commitment and loyalty. We support efforts to increase the federal minimum wage."

Costco has a reputation for paying its employees above market rate, with the typical worker earning around $45,000 in 2011, according to Fortune. Walmart-owned Sam's Club, in contrast, pays its sales associates an average of $17,486 per year.

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Costco also provides health insurance to a significantly larger percentage of its workers than does Walmart, the Harvard Business Review reported in 2006.

Jelinek's predecessor, Costco founder Jim Sinegal, has also expressed support for raising the federal minimum wage in the past. "The more people make, the better lives they're going to have and the better consumers they're going to be," Sinegal told the Washington Post in 2007. "It's going to provide better jobs and better wages."

Not all business leaders agree with Jelinek about the minimum wage. Subway CEO Fred Deluca, for one, told CNBC last week that raising the minimum wage is "a bad idea" that "will cause franchisees to raise prices."

About three in four Americans support raising the minimum wage, according to a recent poll.

What You Need to Know About Costco Benefits

Welcome to Costco Benefits.com!

From Health Care to Gym Memberships - the Costco Employee Benefits Program is working to provide you and your family with the resources you need to get healthy and stay healthy as well as providing a safety net in case you need it.

Your Health Benefits - provides Medical, Dental, Mental Health and Substance Abuse, Pharmacy, Vision and Hearing Aid coverage.

Your Wealth - find out more about your 401(k) Plan, Stock Purchase Plan or just basic money management information.

Live Healthy - tools and resources to help you on the road to your personal wellness.

Reimbursement Accounts - These accounts allow you to pay your out-of-pocket medical expenses, child or elder care expenses and commuter expenses pre-tax.

Enroll In/Change Your Benefits – Whether you are enrolling for the first time or making a change due a family or work change you'll want to do this quickly. This secure Enrollment Website is available on your home computer and on the computer in the breakroom at your Costco location.

More Costco Benefits – In addition to Health Care, Costco offers Disability Insurance, Life Insurance, Long Term Care Insurance and Accidental Death and Dismemberment Insurance.

Booklets and Forms

In this section, you will find all human resources and benefit related booklets and forms. You'll need to complete (as appropriate to your situation) the forms in this section when you enroll for Costco benefits. Click on one of the links to the left to access the forms you need.

All of the forms and booklets posted on this site are available for viewing and the option to print when you click on the corresponding link. If you would like a form or booklet sent to you, contact the Employee Benefits Department at 1-800-284-4882 or benefits@costco.com.

Benefit Coverage While on Leave of Absence

Paying Paycheck Premiums

Costco pays the full cost of your health care benefits during your leave for a period of 90 days. If your leave exceeds 90 days, you must begin your regular benefit-related paycheck deductions to continue your health care coverage which includes medical, dental, pharmacy, prescription drug, vision and behavioral health. You are responsible for paying your regular benefit-related paycheck deductions regardless of whether you are on a personal medical leave (including pregnancy) or worker's compensation leave.

A notice and payment coupons will be mailed to your home after you have been on a Leave for 45 days. If you do not pay your premiums by the due date specified on the notice your coverage will terminate for non-payment and you may continue coverage under the provisions of COBRA. Click here to find out more about continuing coverage through COBRA.

Maximum Period Benefits Continue

If you were eligible at the beginning of your leave of absence (LOA) or became eligible during your LOA, your benefit coverage will remain in effect through the term of your approved LOA according to the following schedule and subject to premium payments mentioned above. The maximum period of time will be counted from the day your LOA begins.

Length of Continuous Employment
Maximum Period Benefits Continue
Less than 90 days 30 days
Less than 12 months 90 days
12 months, but less than 5 years 180 days
5 years or more 180 days

Continuing Coverage through COBRA

If you are on an approved Costco Personal Medical Leave that extends beyond the maximum period of benefits listed above, and you elect to continue your COBRA health care coverage at your own expense, Costco will assist you with your monthly COBRA payments to continue your benefits according to the following schedule for a maximum of six months:

Length of Continuous Employment Company COBRA Premium Susidy
Less than 12 months No premium subsidy
12 months, but less than 5 years 25% premium subsidy
5 years or more 50% premium subsidy

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Medical Benefits Information

Costco offers two medical plans: Aetna Select plan and Hawaii PPO and HMO plan. Each plan provides coverage for the preventive and routine care you need to stay well, plus the services and treatment you need when you're ill or injured. The plans differ in how they pay for covered expenses.

Click here for a brief overview of each plan that is available. For more detailed information about plan benefits, coverage and features, see your Summary Plan Description.

https://www.costcobenefits.com/cms/your-health-benefits/medical/summary-of-medical-plans/index.shtml

- Aetna Select
- Hawaii PPO and HMO Plan

Important Reminders about Your Medical Benefits

Estimate the Cost of Care

If you'd like to get an idea of just how valuable your medical benefits are, visit Aetna Navigator and use the Estimate the Cost of Care tools. This online feature lets you estimate the average costs of medical procedures, office visits, tests, and diseases and conditions. One of the tools you'll find is Price-a-Medical ProcedureSM, which compares how network provider fees compare to those outside the network - an excellent way to help manage your health care expenses.

Preventive Care

To stay healthy and prevent diseases, you can get certain screening tests, take preventive medicine if you need it, and practice healthy behaviors. Click here to learn more about preventive care services and coverage for children and adults.

Clinical Policy Bulletin

Clinical Policy Bulletins (CPBs) are written on selected clinical issues, especially addressing new technologies, new treatment approaches, and procedures. Members and other consumers should review the information in Aetna's CPBs with their treating doctors so that they may more fully understand them.

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Your Dental Benefits

If you are enrolled in a Costco medical plan, you also may enroll for dental benefits. There are two dental plans:

•Core PPO Dental Plan

•Premium PPO Dental Plan

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Your Vision Care Benefits

Once each calendar year, the plan covers the following services and supplies up to the annual benefits maximum as shown on the Summary of Vision Care Plan chart below:

•One routine (“refractive”) annual vision exam per participant. Since the plan has no list of network or PPO providers, you can go to any optometrist or qualified vision care provider for your exam. However, if you get your exam at the Costco

Optical Department, your provider will submit the bill for your exam directly to the plan. If you use any other provider, you will have to pay the balance first then submit a Vision Exam Claim Form for reimbursement to Aetna.

•One set of prescription eyewear to correct vision per person purchased from Costco Optical. The plan covers eyeglasses or contact lenses (including disposable lenses) in lieu of eyeglasses. To purchase your eyewear, simply visit a Costco Optical Department where they will verify your eligibility for coverage. If you are eligible, the plan will pay a once-per-year benefit for your eyewear up to the maximum annual dollar amount shown on the below Summary of Vision Care Plan.

Summary of Vision Care Plan

- Service or Supply Once per year benefit
- Refraction eye exam Paid up to $60
- Eyewear from Costco Optical Department
- Eyeglasses Paid up to $175 for frames and lenses combined
- Contact lenses in lieu of glasses Paid up to $175
- Eyewear from Non-Costco Optical Providers (if covered)
- Eyeglasses Paid up to $175

Contact lenses in lieu of glasses Paid up to $175

*Note: The plan covers sunglasses as long as the lens is a prescriptive lens to correct your vision. The plan does not cover any other type of sunglasses, even if your doctor writes you a prescription. The plan allows only one purchase per year. Therefore, even if you do not use the full $175 annual benefit for that purchase, the unused balance will be forfeited.

Non-Costco Optical Providers

The plan will not cover eyewear you purchase from a non-Costco Optical provider except in either of the following cases:

•If there is no Costco Optical Department within 25 miles of your location, you may purchase your glasses or contact lenses from any qualified optical provider, then submit a Medical Claim Form for reimbursement along with proof of your purchase to Aetna.

•If Costco Optical provides a written confirmation that they could not provide the lens or appropriately fitting frames necessary to fill your prescription, you may go to a non-Costco optical provider for the eyewear you need. To get reimbursed for your cost, you will need to submit a Vision Eyewear Claim Form along with the letter from Costco Optical to the Benefits Department

Dependent Care Plans

A Dependent Care Assistance Plan (DCAP) lets you set aside pre-tax dollars which you can use to reimburse qualified child and elder care expenses that are necessary so that you and your spouse can work. Examples of eligible expenses include:

•Licensed child care centers;
•Nursery and preschools;
•In-home care (au pair/nanny) and baby-sitting;
•Elder/senior day care

Frequently Asked Questions

- Does my in-home babysitter qualify for dependent care reimbursements from my Dependent Care Assistance Plan (DCAP)?
- My spouse also has a DCAP. Can we split a claim between the two accounts?
- I am a divorced parent. May I establish a DCAP for child care expenses even if my ex-spouse has already done so?
- Can I use the DCAP for elder care?
- If I have a dependent elderly parent, I can reimburse myself for elder care expenses as long as my parent is in my home at least 8 hours per day. What if my elderly parent remains in his or her own home but is still considered my dependent?
- What happens if I submit a claim for an amount greater than my DCAP balance?

1. Does my in-home babysitter qualify for dependent care reimbursements from Dependent Care Assistance Plan (DCAP)?

Yes, as long as your babysitter is not also your dependent. You can include wages paid to a babysitter or companion inside or outside your home if the services are necessary in order for you (or, if you are married, you and your spouse) to work.

Expenses will also qualify for a DCAP if you work and your spouse is a full-time student. However, your babysitter cannot be someone you or your spouse claims as a dependent on your tax return.

You must identify the care provider on your tax return.

2. My spouse also has a DCAP. Can we split a claim between the two accounts?

Yes, though it would be better if one participant submitted the entire claim, after which the two spouses could settle up between themselves. However, if both spouses want to submit the claim, each could submit for half and receive that reimbursement.

3. I am a divorced parent. May I establish a DCAP for child care expenses even if my ex-spouse has already done so?

There are special rules for children of divorced parents. With a Health Care Reimbursement Account (HCRA), both can consider the children to be dependents. With a DCAP, only the custodial parent can participate in a DCAP and claim the dependent care expenses. This is true even if the other parent takes the tax deduction. With joint custody, only one parent can participate in the DCAP. The actual time that the child spends with each parent determines which parent can participate.

4. Can I use the DCAP for elder care?

Yes. You can use the DCAP for day care expenses so that you (or if you are married, you and your spouse) can work or go to school full time. The expense is qualified if you are responsible for at least 50 percent of the support of an elderly parent or any person living with you who is physically or mentally incapable of self-care; and this person is your legal dependent.

5. If I have a dependent elderly parent, I can reimburse myself for elder care expenses as long as my parent is in my home at least 8 hours per day. What if my elderly parent remains in his or her own home but is still considered my dependent?

You may reimburse yourself for elder care expenses even if your elderly parent remains in his or her own home. Your elderly parent must make less than $3,200 each year (adjusted annually), and you must provide more than half of your parent's support. Your parent must not be a qualified dependent of another taxpayer.

6. What happens if I submit a claim for an amount greater than my DCAP balance?

When you submit a claim and your balance is less than the amount of the claim, you will only be reimbursed for the amount of money available in your account. The remainder will be reimbursed once money is deposited into your DCAP. This enables you to submit a claim only once and receive funding on an ongoing basis, rather than be denied payment and have to resubmit the claim until it can be paid in full.

Costco application online

James Sinegal and Jeffery Brotman opened the first Costco Warehouse in 1983. Located in Seattle Washington, the pair had come from a long line of wholesale and retail. Sinegal had worked in wholesale for both FedMart and Price Club, and while Brotman was a lawyer his family had been in retail for years.

The company operates on a membership bases similar to that of Sam's Club. Customers pay a yearly fee to shop there but get to take advantage of wholesale pricing. Today Costco is the largest membership warehouse club chain in the United States with over 140,000 employees and 584 stores worldwide. They also have around 55 million members worldwide.

JOB OPENINGS AT COSTCO:

Because this is a warehouse setting there are a lot of opportunities when it comes to employment. You work in the store you can work as a cashier, which means you'll ring customers out. You may also have to assist customers in finding certain items. You will need to be meticulous so that you are certain that your drawer balances at the end of the day. Bakery workers are also required. Since they have a full service bakery they need bakers, wrappers, cake decorators and sanitation assistants. Deli servers and food court service assistants are also needed. Because they are a membership based business membership assistant, outside marketer, and membership refund cashier are all areas in which you can distinguish yourself. In most of these jobs you'll be working with customers to begin, renew, or cancel memberships as well as solicit new memberships.

As an employee at Costco you'll be able to take advantage of many of their benefits. Full time employees are eligible for health, dental, pharmacy,

vision, 401(k), dependent care, voluntary shorter disability, long term disability, life, stock purchase, and long term care insurance. Part time employees can take advantage of health, dental, pharmacy, and vision.

TIPSTER FROM COSTCO:

Remember, with all things in life, you **MUST** take action! You **MUST** stay persistent in order to accomplish your goals in finding work. It's all about taking advantage of all your resources, and today you have the internet on your side!

APPLY FOR JOBS ONLINE AND STAY FOCUSED ON YOUR GOALS!
http://shop.costco.com/About/Costco-Employment

LOCATION(S):
http://www.costco.com/Warehouse/locator.aspx?cm_re=1_en-_-Top_Right_Nav1-_-Top_locations&topnav=&whse=BC&lang=en-US

NOTE: Some people have had a hard time getting in to the store without a Costco's Card. Here is the easy way! If asked for a card (I have never been unless I wanted to buy something) just say that you would like to apply for one. They will let you through to go to the customer service desk. After you are in you can go anywhere in the store with no trouble (just can't buy anything).

***From the desk of* Duke Pat-Menot PhD.**

WHERE TO START?
THE ON-LINE JOB APPLICATION

Many things have changed in recent years about getting a job, and now companies and businesses are using online job applications instead of a paper one. While it has streamlined the process a lot, it has also taken away from the more personal

satisfaction with seeing someone face to face. While some of the procedures are the same, there are many other differences.

Costco - Paradise Valley Mall:

Anchor Forklift Driver - Receiving Clerk – Stocker - Cashier

PHOENIX, AZ (PARADISE VALLEY - 4570 E CACTUS ROAD)

Various internet sites may link to this page claiming this is an open position. While this position is representative of a job at Costco Wholesale, it does not represent an actual job opening.

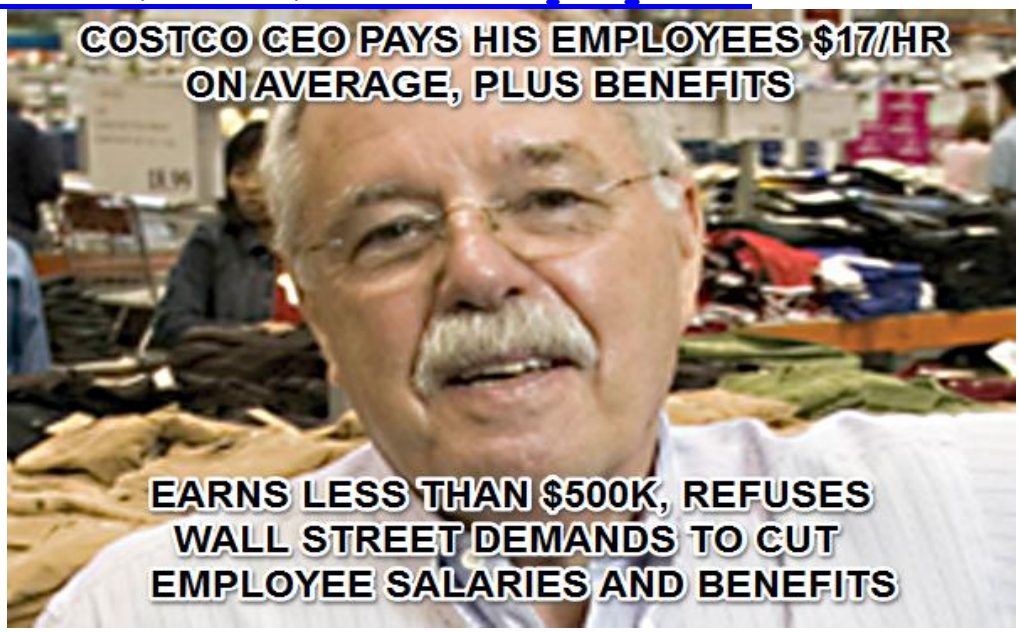
TIPSTER: The upside is that they pay really good money…up to $20/HR. The downside is that you are asked to spend 1-2 hours to fill out an application without knowing if there is a job or not.

If the hope of $20/HR. floats in your head, then, spend the time to do the application.

Here is what we would suggest. Go up to the store and do some investigating (snooping). Walk around and start conversations with the staff and then ask if they are hiring.

Now go able online download/copy the full job description for the position and take the skills that we have taught you to tear it apart, to dissect it for the required skills and abilities and use that information to rewrite each of your job descriptions AND now go fill out the application.

APPLY FOR JOBS ONLINE AND STAY FOCUSED ON YOUR GOALS!
http://shop.costco.com/About/Costco-Employment


COSTCO CEO PAYS HIS EMPLOYEES $17/HR ON AVERAGE, PLUS BENEFITS
EARNS LESS THAN $500K, REFUSES WALL STREET DEMANDS TO CUT EMPLOYEE SALARIES AND BENEFITS

Merchandising is the lifeblood of Costco, and our business is centered on our warehouse operations. Most employees begin their careers in the warehouse setting, becoming experts in Costco merchandising and operations.

If you are an ambitious, energetic person who enjoys a fast-paced team environment laced with challenges and opportunities, you've come to the right place.

Our successful employees are service-oriented people with integrity and commitment toward a common goal of excellence in every area of their personal and business lives.

Read on to discover how to pursue employment opportunities with us. Costco offers great jobs, great pay, great benefits and a great place to work.

We have 6 locations in PHOENIX, Arizona:

- 3801 N 33RD AVENUE
- 2450 E. BEARDSLEY RD.
- 1646 W MONTEBELLO
- 19001 N 27TH AVENUE

- **PHOENIX (PARADISE VALLEY –**
- 4570 E CACTUS ROAD)
- **PHOENIX (THOMAS ROAD –**
- 4502 EAST OAK STREET

GETTING A JOB HERE
IS NOT FOR THE LAZY APPLICANT…

Most people who apply at Costco will **NEVER** hear from the regarding their application. In fact 8 out of 10 will not get an interview and from there 1 person MAY get an offer.

WOW! That's tuff!

It is impossible to get a job there right? It is impossible ONLY if you don't know the secret(s) to getting your application seen and thus becoming one of the two that actually get considered.

This is not for the faint hearted, those who have (be nice) lazy job seeking skills or those who totally believe that their "KILLER RESUME" is magical and it is soooo good that it can open any door or get them any job…these will be some of those 8 out of ten applicants who don't get interviewed and the surely won't be the one hired.

Is it that hard?

No…but, you must be willing to set-a-side that killer resume and start from scratch. First thing you need to know is…positions that require little or no experience…So why is it difficult? Why should you be worried?

CASHIER…

Location: PHOENIX, AZ (THOMAS ROAD - 4502 EAST OAK STREET)

Job Description

VARIOUS INTERNET SITES MAY LINK TO THIS PAGE CLAIMING THIS IS AN OPEN POSITION. WHILE THIS POSITION IS REPRESENTATIVE OF A JOB AT COSTCO WHOLESALE, IT DOES NOT REPRESENT AN ACTUAL JOB OPENING.

Department: Front End
Job Status: Refer to Job Posting
FLSA Status: Non-Exempt
Reports To: Front End Supervisor

POSITION SUMMARY

efficiently and accurately processes member orders by **ensuring the transfer and accurate scanning of merchandise, enters transactions into the register, collects payment, and makes change when necessary.** Performs the **Front End opening and closing tasks as necessary. Follows proper safety procedures and standards. Maintains courteous member service at all times** while monitoring a smooth flow of members through the registers.

DAILY RESPONSIBILITIES

Provides prompt and courteous member service by greeting members, **obtaining membership cards, determining member packing preferences, answering questions, relaying information on permanent/special promotions,** and **thanking members.**
Records the sale of items to the register by moving merchandise

across the scan window, **using a hand-held scanning gun** or, if necessary, **the 10-key pad**. Transfers or ensures the transfer of each item as the item's **barcode is scanned** while **adhering to all safety and security procedures**. Promotes accurate merchandise inventory by **monitoring the accurate scanning of all merchandise** passing through the register. **Requests Supervisor verification for high-ticket, BOB, or non-transfer items.**

Counts register at sign on. **Ensures the register's cleanliness**. **Orders change, cash increases/loans** when needed. Makes **witnessed drops/deposits of excess funds** to the vault, **orders cash increases**, and **counts own register at shift end** to **maintain accurate register funds**.

Receives accurate payment for merchandise; **makes change**; **processes checks**, **credit and debit charges** according to proper departmental procedures for paperwork and the performance of duties.

Assists in the opening and closing duties of the Front End department; placing **returned or moved product back** to their allotted spots in the warehouse, **collecting register paperwork**, **stocking registers**, **cleaning the Front End area**, and **retrieving carts**.

Stays updated with company and regional Front End productivity guidelines.

Follows proper Front End and general safety procedures and standards.

Assists in other departments of the warehouse as necessary.

Provides prompt and courteous customer service to members, employees, and suppliers.

Requirements

POSITION REQUIREMENTS - Competency Statement(s)

Communication - Articulates information, both verbally and in writing, in a way that can be easily understood by employees, members,

and suppliers. **Actively listens to employees, members, and managers**, and **takes appropriate action as necessary.**

Member Service - Exhibits a professional demeanour toward others. Unselfishly serves others and assists members, employees, and suppliers in a prompt and effective manner while following company procedures. Is **proactive and reacts quickly and appropriately in identifying problems, finding solutions, and making sound decisions** that reflect Costco's Code of Ethics.

Self Motivated - Well-organized and able to prioritize, multi-task, and **adhere to deadlines** while **working independently with minimal supervision. Maintains a commitment to honesty, integrity, and high levels of efficiency and accuracy** at all times. **Accepts responsibility for his/her choices and decisions.**

Team Player - Cooperates well with a variety of personalities and individuals and participates in a professional manner to accomplish the business goal. **Willingness to perform tasks as assigned** by supervisors and to assist others as needed.

Flexibility - Adjusts positively to change in direction or assignment. Ability to do more than one task during a work shift. Proven ability to comply with new programs, methods, practices, and procedures.

Record of Satisfactory Job Performance - Demonstrates satisfactory job performance as indicated on the most recent review through positive demonstration of Costco's Success Behaviours, and by a file free from counselling notices related to job performance.

Experience : Customer service or comparable experience

Licenses and Certifications -Hazardous Materials Training - Module 1 (within 30 days) - ABILITIES AND TALENTS RECOMMENDED FOR JOB SUCCESS

Education: High School Diploma or GED

Other Skills and Abilities

10-key (must pass test) and basic math skills

BREAKDOWN:

QUESTION: Have you ever done any of these things while working at your jobs?

(1) EXPERIENCE: Customer service or comparable experience

(1) EDUCATION: High School Diploma or GED

(19) CASHIER SKILLS: enters transactions into the register - transfer and accurate scanning of merchandise - collects payment, and makes change when necessary - Front End opening and closing tasks as necessary - Records the sale of items to the register - the 10-key pad - barcode is scanned - monitoring the accurate scanning of all merchandise - Requests Supervisor verification for high-ticket, BOB, or non-transfer items - Orders change, cash increases/loans - witnessed drops/deposits of excess funds - orders cash increases - counts own register at shift end - maintain accurate register funds - Receives accurate payment - makes change - processes checks,- credit and debit charges - Assists in the opening and closing duties - collecting register paperwork

(22) CUSTOMER SERVICE (EXTERNAL/INTERNAL): Efficiently and accurately processes member orders - Maintains courteous member service at all times - Provides prompt and courteous member service - obtaining membership cards - determining member packing preferences - answering questions - relaying information on permanent/special promotions - thanking members - Provides prompt and courteous customer service to members - Articulates information, both verbally and in writing - Actively listens to employees, members, and managers - takes appropriate action as necessary - Exhibits a professional demeanour toward others - Unselfishly serves others and assists members,

employees - proactive and reacts quickly and appropriately in identifying problems, finding solutions, and making sound decisions - Maintains a commitment to honesty, integrity, and high levels of efficiency and accuracy - Well-organized and able to prioritize - adhere to deadlines - working independently with minimal supervision - Accepts responsibility for his/her choices and decisions - Cooperates well with a variety of personalities and individuals - Adjusts positively to change in direction or assignment - Ability to do more than one task during a work shift. - Proven ability to comply with new programs, methods, practices, and procedures – Willingness to perform tasks as assigned

(4) **CLEANING – SAFETY**: Follows proper safety procedures and standards - cleaning the Front End area - while adhering to all safety and security procedures - Follows proper Front End and general safety procedures and standards – Ensures the register's cleanliness

(9) **STOCKING – WAREHOUSE**: determining member packing preferences - using a hand-held scanning gun - barcode is scanned - monitoring the accurate scanning of all merchandise - Well-organized and able to prioritize - adhere to deadlines - working independently with minimal supervision - Adjusts positively to change in direction or assignment - Ability to do more than one task during a work shift - Proven ability to comply with new programs, methods, practices, and procedures - retrieving carts - stocking registers

(3) **DEAL BREAKER(S):** 10-key (must pass test) and basic math skills - High School Diploma or GED – (SOME) Customer service or comparable experience

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ANALYSIS

This job requires little experience but (as you can see) requires a ton of ability and/or skills. Seems impossible? Not really! Have you ever run a cash register (Point of sale or POS System) ever? Did I ask how many times? No! All registers operate in the small basic way but, every company develops their own custom system that will require what?

TRAINING?

Yes, every company will train you as long as you have the core (basic) skills. Can you count? Can you handle cash? So, are you qualified? Look through those customer service skills. Is there anything that you didn't do (if you worked or were around people at all) or that isn't part of every job?

The only deal maker or breaker here is: Have/be obtaining a HS/GED and do Ten Key. Ten Key for those who don't know what that is. It is using a calculator, a computer or a ledger to enter numbers?

TIPSTER: Did I ask you how many times that you did these things? Did I ask if that was the primary focus of the job? Did I ask for a breakdown of how much of your day was spent doing these?

THE ANSWER TO EACH IS NO.

The computer will be scanning your application for these words. The more times that the computer finds these words/phrases, the better your chances of getting an interview.

So are these words in your job description(s)?

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HOW I GOT MY JOB @ COSTCO

FRONT END CASHIER INTERVIEW

I applied through a recruiter and the process took 1+ week.

Interview Details – Had to go through four (4) interviews before I was hired but it was worth it…

Interview Question –

- There are only two positions left, impress me and tell me why should I give you one of those two positions?
- What are your expectations in the future in the company?

BAKERY- SANITATION INTERVIEW

I applied online and the process took 2 weeks.

Interview Details – I was called by Costco and first they asked me over the phone how much I knew about Costco and what kind of work was involved. I was then invited to an interview the next day. I was interviewed by the front end supervisor and another supervisor (not sure of which department… maybe maintenance?) and they asked me basic questions like: when did you feel like you accomplished a difficult task? When did you have a difficult customer service issue? What are your strengths and weaknesses? When did you have to work in a team to accomplish one goal?

Interview Question –

- Was there ever an experience when you saw someone doing something against company policies?

STOCKER INTERVIEW

I applied online and the process took 1 week - interviewed at Costco Wholesale.

Interview Details – Filled an application on line, was contacted for an interview, met with 2 people who had about 15 questions, was asked to return to interview with the warehouse manager, was asked to do a drug test, started a week later. Process took a week.

Interview Question – All questions required a level of thought.

CASHIER ASSISTANT - NOT HIRED!

I applied online and the process took 2+ weeks.

Interview Details – I applied online on Sunday, October 13th to the new store. I was contacted and set up an interview for that Friday. First interview was with one manager. Second interview was with the same manager plus a different manager. Third interview was with two completely different managers. Looking back, I did not prepare as well for the third interview as I did for the first two interviews. I also allowed myself to be distracted by all the new hires that were enjoying themselves in the waiting room. The first question they asked me, which was very simple, for some reason startled me. It was
"Tell me about you". I simply was not focused for that third interview and could not help them figure where the best position for me to go was. I did not apply for a specific position which ended up hurting me in the end.

QUESTIONS THAT CAME UP:

- Why do you want to work for Costco?
- Give an example where you wish you could have done something differently with a customer?
- Give an example where you were successful due to your ability to communicate?
- Describe a time you met a goal and the steps you took to reach it.

- What did you do to prepare for the interview? How do you handle feedback or criticism?
- Have you experienced working in a fast-pace environment?
- Give an example of when you made a mistake; what steps did you take to fix it?
- How do you handle unexpected changes or interruptions at work?
- Tell about why you like working in teams (or not).
- How do you handle unhappy customers?
- Do you have any questions for me?

THINGS I DID TO PREP FOR THE INTERVIEW:

- I looked over Costco's website & Googled Costco.
- I wrote out answers to questions that they may ask.
- Also wrote down questions to ask them.

Interview Question –

- Give an example of a time you worked on team in order to meet a goal?
- How did you accomplish it?

CASHIER ASSISTANT SEASONAL INTERVIEW

I applied online and the process took 2 weeks.

Interview Details – applied online. Later, I received phone call with initial questions about availability… etc. Interviewed with 2 managers. Read questions off a list. Tell me about a time… Then they called back for interview with warehouse manager. Drug tested on the spot. They called the next day and offered the job. Orientation 2 days later.

Interview Question – nothing too difficult. Just pull from your experiences.

- Tell me about a time someone was upset?
- What you did about it and the outcome?

FOOD SERVICE ASSISTANT INTERVIEW

I applied through an employee referral and interviewed at Costco Wholesale.

Interview Details – Applied online first and was called for an interview within the week. I had an interview with the food court manager that lasted about an hour. Was actually a very tough interview for a simple food court position, they asked a lot of behavioral questions. Completed the interview and was called in to do a drug test the next week.

Interview Question –

- Describe a decision that you made that were unpopular and how you handled it?

CAKE DECORATOR INTERVIEW

I applied online and the process took 2 months.

***DO NOT**, **I repeat, DO NOT, bother applying online if you don't have a referral. I learned this the hard way, having applied numerous times with no connections to Costco, until I finally applied through unemployment and they were able to refer me.**

(HINT FROM US…GOES OLD SCHOOL AND GO OVER TO MAKE SOME FRIENDS!!!)

Another word of advice -- **DRESS PROFESSIONALLY.

The number of people who showed up dressed in jeans, a t-shirt, and/or beat up sneakers was appalling. One woman was even wearing a wife beater! I was one of maybe 3 people dressed at least business casual. Odds are, dressing appropriately WILL make you stand out among the rest.

I got lucky and got my two interviews (first with bakery managers, then with GM) back to back in the same day. The questions are pretty easy but some are oddly specific, luckily I was allowed to swap for a different question if I couldn't come up with an answer. Basically, if you put a smile on your face and can keep up a good rapport, there's not much that can go wrong. I thought it'd be smooth sailing from there,

because they said they'd call me back for a drug test. It ended up taking them forever to call me back. When they finally did, it would be bad timing and they'd have to leave a voicemail and I'd call back only to be redirected to 3 different people before someone could give me a straight answer -- it was like playing a game of phone tag before I could get through to the person I had to talk to. But, I finally did receive my drug test, got a background check, and went through orientation.

Interview Questions

- Explain a time when you made a mistake.
- Explain a time you were given responsibility for company assets or a piece of confidential information.

SEASONAL PART-TIME INTERVIEW

I applied online and the process took 4+ weeks.

Interview Details – After 2 weeks after application, I dropped by the stores and introduced myself to the managers.

I applied two locations. At first store, the manager kept my name and checked my application, and set up interview, but the second store, the manager said they don't have any access to the application.

The interview questions are pretty much as same as other people mention.

How did you handle the recent emergency situation?"

What would you do with angry customers?"

They are mostly situation, problem-solving type of questions.

After two interviews and the drug-test in the same day, and waited for background check for 10 days, I got an orientation phone call.

Interview Question –

- How did you handle the recent emergency situation?

FRONT END CASHIER INTERVIEW

I applied in-person and the process took a day.

Interview Details – There hiring process was quick. I was in a crowded trailer. There were lots of discussions happening with other people. The interview was quick. I was hired on the spot. Interviewers knew exactly

what they wanted, which made the process seamless. They were easy to talk with and were attentive. It was a good experience considering the chaos.

Interview Question –

How would you handle an irate customer?

SALES REPRESENTATIVE INTERVIEW

I applied online and the process took 5 days.

Interview Details – I interviewed online, they called me back almost immediately 2 days after asking me to come in the very next day. Since the Costco I applied for was not built yet, I had the interview at the local mall. I heard others have a hard time finding the location, but was not hard for me. When I got there, there was 2 others and by the time I was called in the waiting area was quite crowded and had lots of different people there. The girl I sat next to said she was there for her third interview - and that made me nervous than i already was. Little did I know you needed to complete 4 interviews before even being offered a position.(they told me this at the end of the interview.) Two men asked me various questions, which were very situational. You could tell they were looking for very specific characteristics and if you didn't meet them they got you out quickly.

Interview Question –

- Please explain when you had to handle a situation with accuracy.

CASHIER ASSISTANT INTERVIEW

I applied through an employee referral and the process took 5 days.

Interview Details – I first had an interview with the Front End managers, they asked me simple questions about my life, hobbies, skills, etc. They seemed very interested which was nice. Then sent me home and called me in for a 2nd interview with the warehouse manager, it was there they questioned:

- How I liked Costco?
- Are you a hard worker?

I was hired on the spot. From there I attended orientation where I signed the usual paperwork and watched information videos, took a tour.

Interview Question –

- What I didn't like about my last jobs?

CASHIER ASSISTANT INTERVIEW

I applied online and the process took 3 weeks.

Interview Details – After applying I was called in for an interview a few weeks later. I dressed business casual. I was interviewed by a manager and supervisor. Basic questions about how you would react to certain situations were asked. Then I was interviewed by the main warehouse manager. I remember someone interrupting the interview but I kept my eyes focused on the manager. A week later I accepted the job and went to orientation.

Interview Question – ***They all weren't too difficult. Just be yourself!***

CART PUSHER INTERVIEW

I applied online and the process took 2 weeks.

Interview Details – Filled out an application online and they called back within three days. They scheduled an interview for the following week. The interview was in a room next to the break room. Two employees asked me typical situation questions. They then asked if I had time to do one last interview with the manager, so I agreed. She ultimately just asked about my life and what I like to do in my spare time, nothing more. I took a drug test on the spot and was told they would call if I got the job. They called two weeks later.

Interview Question –

- Name a time when there was an issue that you had to take the blame for?

FOOD SERVICE ASSISTANT INTERVIEW

I applied online and the process took 4+ weeks

Interview Details – The hiring process was fast and efficient. I applied for Costco end of May and they called me in June for an interview. They called me in for a "third" interview the next day. So in reality I only had to be interviewed twice.

There are two managers who interview you. They will both ask you questions for a total of 14 questions.

It's important that you maintain focus on the person asking you the questions.

One of the managers will try and distract you and sometimes their walkie talkies will go off, but continue to stay focused on the interview. I skipped the second interview because the managers felt comfortable with me. Just be yourself and you should be fine.

Humor is important as well. I was able to make them smile and laugh.

The third interview is just a detailed description of the job duties and what to expect and they will ask you if you accept the job. I took the drug test that day and signed papers. This process took only 2 days.

Interview Question – There was no difficult or unexpected question because I went in prepared and practiced most of the answers at home. The questions are pretty much all listed on this website.

Also if you know nothing about Costco, be sure to do your homework on it before the first interview!

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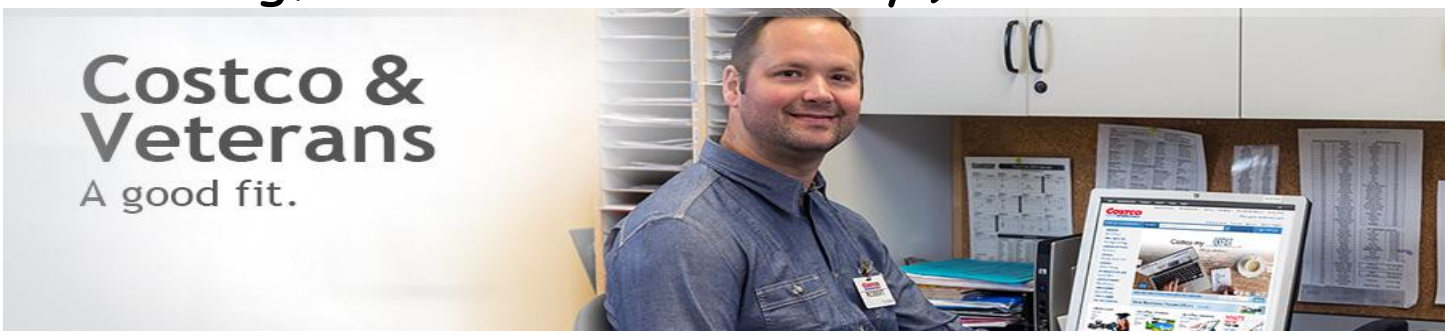
If you are interested in an hourly position at any of our existing locations (except Puerto Rico), please apply online.

If your desired location is open for business but is not listed, you can apply at the location directly.

(Currently other businesses include: Call Center, Costco Wholesale Trading, Packaging Plants, Meat Processing, and Business Delivery.)



Costco Wholesale values the contributions that you have made and the experiences you have gained in service to our country. We're looking for people with a passion for the retail industry who are able to provide great leadership. Your experience, coupled with our fast paced environment, could lead to an exciting career.

For those completing service both at home and overseas, and are using the G.I. Bill to attend school, Costco offers flexible part-time hours complete with competitive wages and great benefits. The retail industry is a challenging career path for anyone, and Costco is proud to support our veterans with career opportunities.

http://www.costco.com/veterans.html